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## Cisco Customer Success Manager Sample Questions (Q157-Q162):

### NEW QUESTION # 157

A customer has finalized all of their solution planning and will be deploying it over the next two weeks. As the Customer Success Manager, what is the next logical step to focus on for the customer's lifecycle journey?

- A. additional features that will align with the business outcomes
- **B. Quarterly Success Review build and delivery**
- C. initial user group identified and their use cases confirmed ) customer's stakeholders and their business outcomes
- D. service introduction to confirm that they know how to submit service issues at the go live

**Answer: B**

### NEW QUESTION # 158

How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.
- B. OpEx has depreciation, while there is no deprecation with CapEx.
- **C. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.**
- D. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.

**Answer: C**

### NEW QUESTION # 159

The customer wants to improve operational expenditure and reduce the CO2 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two )

- **A. time to market**
- B. sustainability
- **C. credibility**
- D. business growth
- E. cost efficiency

**Answer: A,C**

### NEW QUESTION # 160

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- **A. telemetry**
- B. training surveys
- C. help desk data
- D. risk management
- **E. health score**

**Answer: A,E**

### NEW QUESTION # 161

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about getting customers to utilize their solutions to get the value they intended Customer success is about expanding the customer's portfolio.

- B. Customer sales is about selling solutions to meet business needs Customer success is about getting customers to utilize those solutions to get the value they intended.
- C. Customer sales is about getting customers to utilize their solutions to get the value they intended Customer success is about making sure the customer deploys the solution within an effective timeline.
- D. Customer sales is about selling solutions to meet business needs Customer success is about finding product opportunities for sales as the customer utilizes their current solution.

**Answer: C**

## NEW QUESTION # 162

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