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Cisco Customer Success Manager Sample Questions (Q153-Q158):

NEW QUESTION # 153

What is the financial implication of churn?

- A. increased renewal value
- B. reduced technology footprint
- C. increased user licensing
- D. reduced revenue

Answer: D

NEW QUESTION # 154

Which definition of a use case is true?

- A. list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal
- B. comparison of the marketing description of what a product does and the customer's experience
- C. list of actions or event steps that a customer uses
- D. list of instructions that customer uses for their software

Answer: A

NEW QUESTION # 155

What is the best method to measure customer consumption of technology?

- A. recurring revenue management
- B. telemetry and analytics
- C. content management
- D. enterprise CRM and incident management

Answer: B

NEW QUESTION # 156

The customer wants to reduce their exposure to security events. Which business outcome is critical to the company's success?

- A. sustainability
- B. cost efficiency
- C. risk management
- D. market growth

Answer: C

Explanation:

Risk management is critical to reducing exposure to security events. It involves identifying, assessing, and controlling threats to an organization's capital and earnings. Effective risk management ensures that the company can navigate security challenges successfully. References: Cisco Customer Success Manager documentation1.

NEW QUESTION # 157

What is a lagging indicator of the customer achieving the value proposition?

- A. product deployment
- B. movement to evaluate stage
- C. contract renewal
- D. decrease in the number of problem reports

Answer: C

NEW QUESTION # 158

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