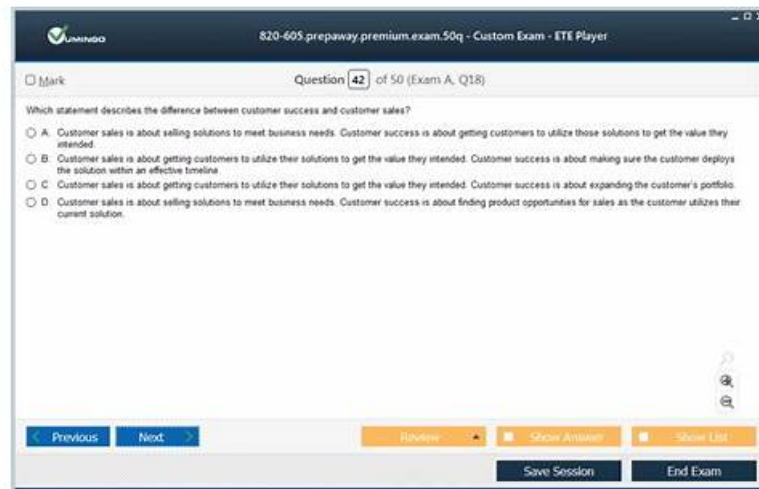


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Cisco Customer Success Manager Sample Questions (Q158-Q163):

NEW QUESTION # 158

The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

- A. employee satisfaction
- B. cost efficiency
- C. business growth
- D. time to market
- E. sustainability

Answer: C,D

NEW QUESTION # 159

Which expense is an operating expense (OPEX)?

- A. computer equipment
- B. payroll
- C. software
- D. office improvements

Answer: C

Explanation:

Explanation/Reference:

NEW QUESTION # 160

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Perform a deep analysis of all the sales orders to the past 24 months
- B. Build an understanding of your customer's business and market trends and priorities
- C. Engage with the account team to understand the expansion opportunities
- D. Speak the internal contacts to understand the customer sentiment and outstanding escalations

Answer: B

NEW QUESTION # 161

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. expansion of solution features
- B. deployment of solution
- C. expansion of solution services
- D. purchase of a new solution
- E. renewal of solution subscription

Answer: A,C

Explanation:

There are many ways that you can add value for your customers by expanding their consumption of your solutions and services, such as these examples:

- Add features to the product or upgrade the license tier
- Implement or optimize services

NEW QUESTION # 162

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A. Onboard
- B. Adopt
- C. Implement
- D. Use

Answer: B

NEW QUESTION # 163

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