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## Cisco Customer Success Manager Sample Questions (Q47-Q52):

### NEW QUESTION # 47

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.
- B. The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.
- C. Service organizations must evolve from a "break fix" business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption. The CSM advises and professional services team on the best services to position.
- D. IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.

**Answer: D**

### NEW QUESTION # 48

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

**Answer:**

Explanation:

### NEW QUESTION # 49

What are two examples of leveraging data to identify a customer barrier? (Choose two.)

- A. reviewing installed base details
- B. consulting the health index
- C. providing training recommendations
- D. noting change in customer executive team
- E. evaluating feedback from the customer operations team

**Answer: A,B**

### NEW QUESTION # 50

A large university has deployed a new IT solution designed to improve the overall student and staff experience. Which approach will best measure success?

- A. Measure the number of complaints raised by students
- B. Use a combination of tailored surveys and IT tools-based metrics
- C. Implement staff Super Users to provide feedback
- D. Administer twice-yearly student and staff surveys with two question related to IT

**Answer: B**

Explanation:

Using a combination of tailored surveys and IT tools-based metrics allows for a comprehensive assessment of the new IT solution's impact. Surveys provide qualitative insights into user satisfaction, while metrics offer quantitative data on usage and performance.

### NEW QUESTION # 51

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?

- A. No action is needed because the customer will probably renew and you can address the issue after the renewal
- B. Contact the services team and request that they reach out to the customer to address the solution
- **C. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue**
- D. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine

**Answer: C**

### NEW QUESTION # 52

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