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Cisco Customer Success Manager Sample Questions (Q101-Q106):

NEW QUESTION # 101

Refer to the exhibit.

The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer's usage has seen a recent decline and the chance of them churning will be higher
- B. The customer's usage is too low to correctly measure the chance of their retention
- C. The customer has a high probability to renew and will include an expanded opportunity
- D. The customer has increased usage, which shows a strong indicator of renewal

Answer: A

NEW QUESTION # 102

Refer to the exhibit.

Which initial action does a Customer Success Manager take?

- A. Provide trending information on license types B and D and share with all stakeholders
- B. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features
- C. Run analysis on all the license types used by the customer on all platforms
- **D. Share the report with the customer point of contact for license types B and D and determine causes**

Answer: D

NEW QUESTION # 103

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. financial gap
- B. organizational gap
- C. capability gap
- **D. consumption gap**

Answer: D

Explanation:

The term for the gap between the features and functions that customers purchase and the features and functions that they use is consumption gap. This gap can indicate areas where customers may need additional support or training to fully utilize their purchase.

NEW QUESTION # 104

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

Answer: D

Explanation:

The best course of action to prepare for the first customer introduction meeting is to build an understanding of the customer's business, market trends, and priorities. This knowledge will enable the Customer Success Manager to have a meaningful conversation with the customer, aligning the discussion with the customer's strategic goals and industry context.

NEW QUESTION # 105

Refer to the exhibit.

Which action should the Customer Success Manager take to improve the health index of Company A?

- A. Perform a marketing campaign and share the roadmap of new products.
- B. Analyze annual recurring revenue growth, renewal rates of other products, and timeliness of bill pay.
- **C. Provide recommendations for training or suggest new features based on data analysis.**
- D. Observe net promoter scores and how likely the customer is to recommend the products to someone else.

Answer: C

Explanation:

To improve the health index of Company A, the Customer Success Manager should focus on the areas where the scores are low. Given that Company A has a low Utilization Score, providing recommendations for training could help increase product usage. Additionally, suggesting new features that align with the company's needs, based on data analysis, could enhance the perceived value of the product and improve the Health Index. References: Cisco Customer Success Manager documentation and best

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