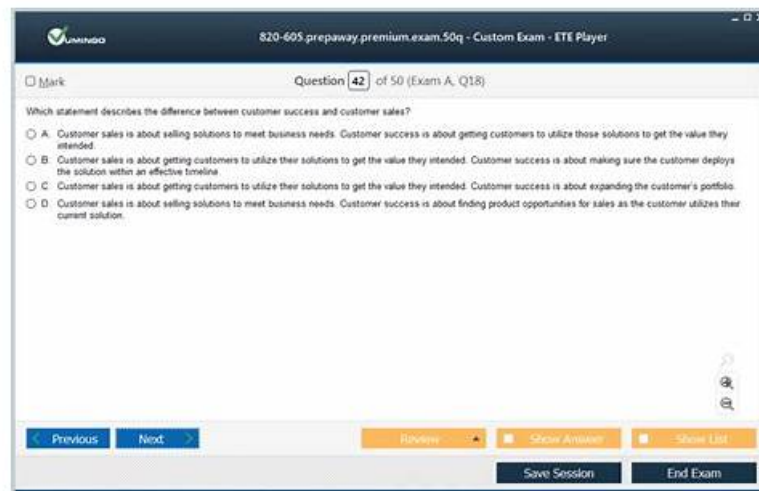


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Cisco Customer Success Manager Sample Questions (Q126-Q131):

NEW QUESTION # 126

Which type of KPI is of the most interest to Customer Success?

- A. sales KPIs for revenue generation
- B. business KPIs that define progress to the Business Outcome

- C. IT services KPIs for operations
- D. OPEX KPIs that define the operational costs of the company

Answer: B

Explanation:

The type of KPI that is of most interest to Customer Success is A, business KPIs that define progress to the Business Outcome. These KPIs are crucial for tracking the effectiveness of customer success initiatives in achieving the desired business results for the customer

NEW QUESTION # 127

Refer to the exhibit. Which initial action does a Customer Success Manager take?

□

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

Answer: B

NEW QUESTION # 128

A customer has six technical support cases open that are related to user connectivity that have negatively impacted the customer health scores for product quality and customer sentiment. After the Customer Success Manager assesses the business impact, which action creates a mitigation plan?

- A. Offer the customer a discount because of their problems.
- B. Request a meeting with customer executives.
- C. Ensure the escalation to technical specialists.
- **D. Establish a timeline of when a solution must be in place.**

Answer: D

NEW QUESTION # 129

Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide break-fix support for technical problems experienced or observed by the customer.
- B. Provide a detailed cost structure for the management team.
- C. Provide direct and in-depth technical expertise upon customer request.
- **D. Provide training content to address current and existing barriers.**

Answer: D

Explanation:

When a customer moves from the Implement to the Use stage in the lifecycle, it is crucial for a Customer Success Manager to provide training content that addresses both current and existing barriers. This action ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the product, leading to better adoption and utilization.

NEW QUESTION # 130

The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

- A. business growth
- B. sustainability
- C. cost efficiency
- **D. credibility**

- E. risk management

Answer: D,E

Explanation:

To increase market share and protect the brand's reputation, risk management and credibility are essential. Risk management helps in mitigating potential threats that can affect market share, while credibility establishes trust with customers and stakeholders, which is vital for brand reputation. References: Cisco Customer Success Manager documentation¹.

NEW QUESTION # 131

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