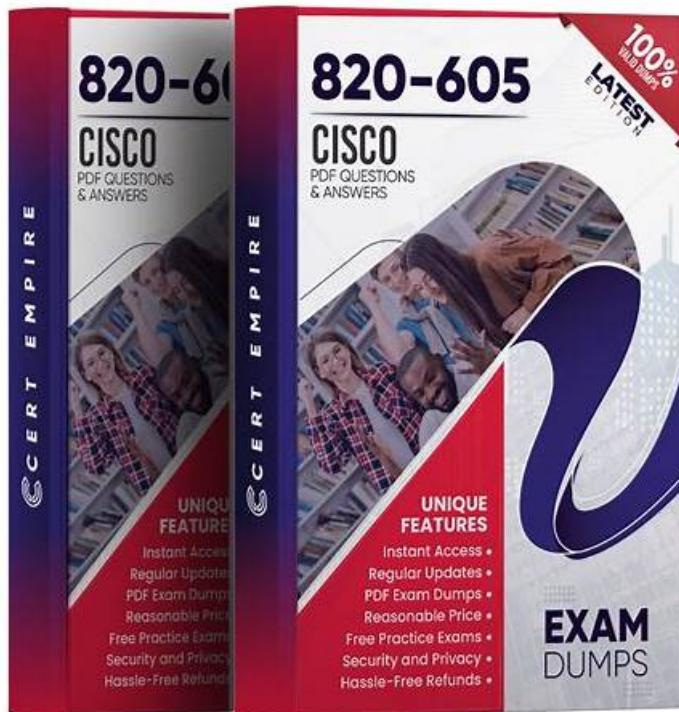


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Cisco Customer Success Manager certification is intended for professionals who work with customers to ensure their success with Cisco solutions. Cisco Customer Success Manager certification is ideal for customer success managers, account managers, sales engineers, and business development managers. Cisco Customer Success Manager certification helps professionals to enhance their skills and knowledge in customer success management and enables them to provide better services to customers, leading to increased customer satisfaction and loyalty.

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Cisco Customer Success Manager Sample Questions (Q133-Q138):

NEW QUESTION # 133

Which two actions are critical when communicating with customer executives? (Choose two.)

- A. Focus on technical details.
- B. Focus on the value.
- C. Target executive priorities.
- D. Sell the latest service offerings.
- E. Communicate the sales team's plan.

Answer: B,C

Explanation:

The two critical actions when communicating with customer executives are targeting executive priorities and focusing on the value. When engaging with executives, it's essential to align the conversation with their strategic priorities and demonstrate how the solutions or services can help achieve those priorities.

Additionally, emphasizing the value that the services or products will bring to their business is crucial. This approach helps in establishing a connection with the executives' business objectives and showcases the direct benefits of the offerings.

References:

*Cisco's official page on Customer Success Manager certification1.

*Cisco Customer Success Manager (DTCSM) course details2.

*Cisco blog on breaking down silos to unlock the full potential of Customer Success3.

NEW QUESTION # 134

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Customer Success Specialist
- B. Solution Product Manager
- C. Technical Engineer
- D. Sales Engineer

Answer: C

Explanation:

The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need to be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

NEW QUESTION # 135

Which definition of a use case is true?

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

Answer: C

NEW QUESTION # 136

What is the barrier type when end-users are having difficulties understanding the features and functionalities of the new solution?

- A. business
- B. technical
- C. operational
- D. corporate culture

Answer: B

Explanation:

When end-users have difficulties understanding the features and functionalities of the new solution, it is considered a technical barrier. This type of barrier relates to the complexity or usability of the solution itself, which can hinder users' ability to effectively engage with it.

NEW QUESTION # 137

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. It gives the customer valuable insight so they can automatically renew critical on time
- B. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- C. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- D. **Understanding your customer's health directly enables renewals**

Answer: D

Explanation:

Explanation/Reference: <https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/>

NEW QUESTION # 138

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