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## Cisco Customer Success Manager Sample Questions (Q98-Q103):

### NEW QUESTION # 98

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.
- B. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize

those solutions to get the value they intended.

- C. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- D. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.

**Answer: B**

#### NEW QUESTION # 99

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Evaluate the customer's expertise in managing the purchased solution.
- B. Schedule Quarterly Business Review with the new leadership team.
- C. Review the original business case and reassess desired outcomes with the new leadership team.
- D. Create a new Health Index dashboard with the Sales team.
- E. Examine solution pricing with the Renewals Manager.

**Answer: B,C**

Explanation:

To mitigate the risk of lack of adoption with a new leadership team, the Customer Success Manager must schedule a Quarterly Business Review with the new leadership team and review the original business case to reassess desired outcomes with them. These activities ensure alignment on expectations and provide an opportunity to address any concerns the new leadership may have.

#### NEW QUESTION # 100

Which sources should be used to uncover customer barriers?

- A. observation, conversation, data
- B. intuition, observation, data
- C. data, health score, intuition
- D. conversation, data, health score

**Answer: A**

#### NEW QUESTION # 101

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

- A. Explain that this is a role metric that is needed to satisfy quotas.
- B. Talk to senior management to explain the benefits of success story creations.
- C. Offer the customer free products or services as an incentive.
- D. Make the story for internal use only.

**Answer: D**

Explanation:

If a customer's privacy policy prevents public sharing, the Customer Success Manager can create a success story for internal use only. This allows the organization to document and learn from the customer's experience without violating their privacy policy. References: Cisco Customer Success Manager best practices suggest respecting customer privacy while still capturing valuable insights from their experiences.

#### NEW QUESTION # 102

What are two examples of expand opportunities? (Choose two.)

- A. adding headcount to manage solution by the customer

- B. increasing license count
- C. providing solution optimization services
- D. training on existing features
- E. hosting an executive review

**Answer: B,C**

Explanation:

Examples of expand opportunities include providing solution optimization services to enhance the customer's use of the product and increasing the license count to accommodate more users or additional functionalities.

## NEW QUESTION # 103

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