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Cisco Customer Success Manager Sample Questions (Q134-Q139):

NEW QUESTION # 134

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used. Select and Place:

business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	



Answer:

Explanation:

business outcomes	business outcomes
confidential customer information	key initiatives
customer financial statements	customer financial statements
detailed training plan	
key initiatives	
QSR review dates	

Explanation:

A blue rectangular boxes with text Description automatically generated

business outcomes	business outcomes
confidential customer information	key initiatives
customer financial statements	customer financial statements
detailed training plan	
key initiatives	
QSR review dates	

NEW QUESTION # 135

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Product Sales Specialist
- B. Renewals Manager
- C. Account Manager
- **D. Customer Success Manager**

Answer: D

Explanation:

The Customer Success Manager works directly with customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions. They play a pivotal role in guiding customers to realize the full value of their investments.

NEW QUESTION # 136

Which factor delays time to value?

- A. unpaid invoice
- B. unrenewed Success Plan
- **C. loss of project sponsor**
- D. negative Net Promoter Score

Answer: C

NEW QUESTION # 137

The Customer Success Manager notices that their customer has delayed going into production. Which action does the Customer Success Manager consider?

- A. Give the customer a discount on a future purchase
- **B. Re-enforce the time to value of the solution**
- C. Provide the customer with a chargeable deployment service
- D. Suggest that the customer replace their existing staff

Answer: B

NEW QUESTION # 138

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

Answer: D

NEW QUESTION # 139

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