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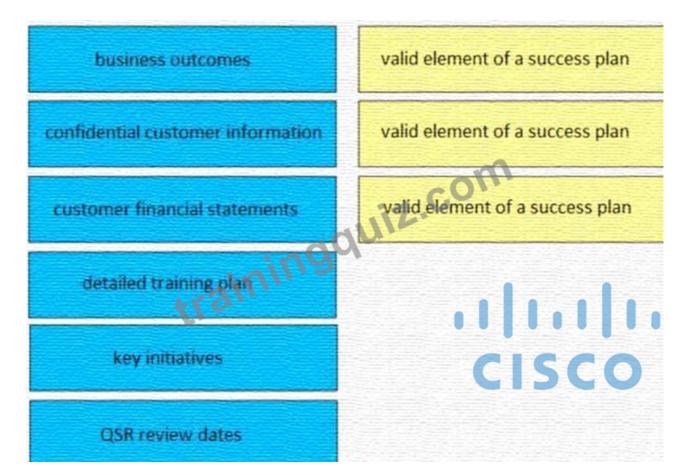
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## **Cisco Customer Success Manager Sample Questions (Q134-Q139):**

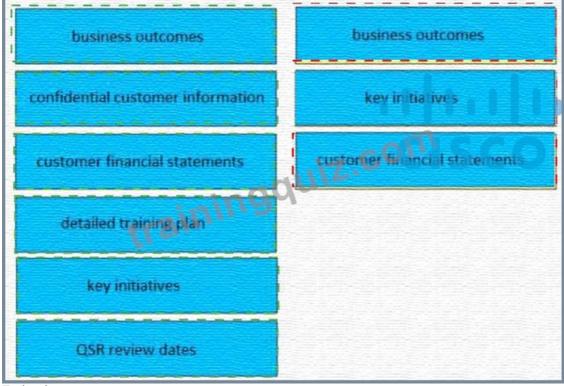
#### **NEW QUESTION # 134**

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



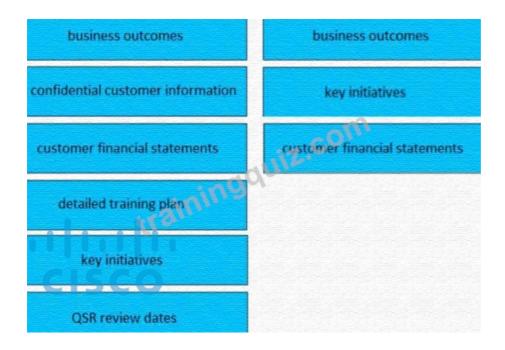
#### Answer:

Explanation:



Explanation:

A blue rectangular boxes with text Description automatically generated



#### **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 investments5.

#### **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 n software product and highlights the number of paid-for licenses (shown with the orange tine) 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 customers 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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