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Cisco Customer Success Manager Sample Questions (Q135-Q140):

NEW QUESTION # 135

How does the Customer Success Manager identify the product and solutions purchased by a customer?

- A. Baseline products and solutions with the account team
- B. Review statement of work to archive products and solutions mentioned
- C. Check sales for the customer pipeline to record products and solutions
- D. Tour facility with the customer to catalog products and solutions

Answer: A

Explanation:

A Customer Success Manager (CSM) identifies the products and solutions purchased by a customer by baselining them with the account team. This involves reviewing the account history, understanding the customer's current product usage, and aligning with the sales and account team to ensure a comprehensive understanding of the customer's portfolio.

NEW QUESTION # 136

Which two actions are in adoption campaign? (Choose two.)

- A. messaging to stakeholders on the new features of their solution
- B. messaging to stakeholders on new product releases
- C. messaging to users on best practice approaches to their solution
- D. renewal reminder to stakeholders
- E. survey sent to all end users

Answer: A,C

NEW QUESTION # 137

Which activity reduces the risk of churn?

- A. educating on product features
- B. providing a discount on renewal
- C. expanding the customer footprint
- D. lowering the service level

Answer: C

Explanation:

Expanding the customer footprint involves increasing the adoption of services or products within the existing customer base. This can lead to a deeper integration of the supplier's offerings into the customer's operations, making the customer more reliant on these services and less likely to churn.

NEW QUESTION # 138

Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago. The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. network utilization, number of meetings user initiated, number of users
- B. number of users registered, bandwidth utilization, number of training sessions user joined
- C. number of users registered, service logs, number of users
- D. number of users registered, number of meetings user initiated, number of meetings user joined

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