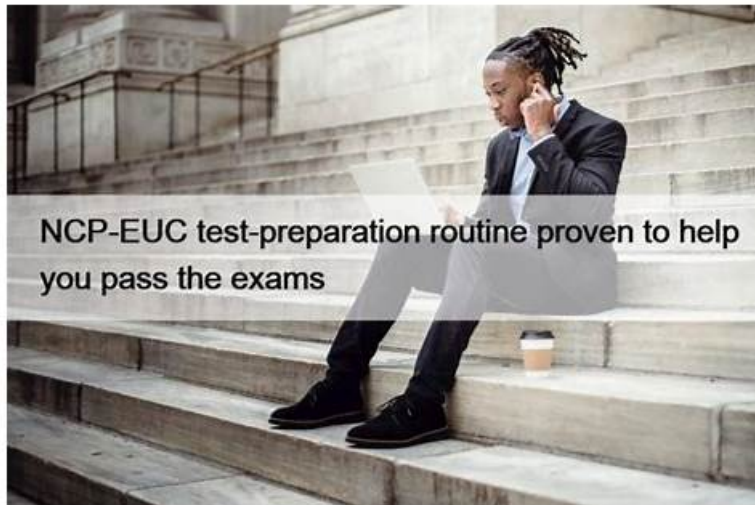


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## Cisco Customer Success Manager Sample Questions (Q97-Q102):

### NEW QUESTION # 97

What is a Quarterly Success Review?

- A. gap analysis that focuses on the state of the customer's current architecture
- B. new success plan that focuses on the upcoming goals for the customer
- C. technical analysis that outlines the implementation plan and adoption barriers
- D. conversation that outlines the key initiatives that are agreed upon in the success plan

Answer: D

### NEW QUESTION # 98

Which two steps in the customer lifecycle approach are owned by the sales and marketing team?  
(Choose two)

- A. Adoption
- **B. Awareness**
- C. Experience
- **D. Evaluation**
- E. Deployment

**Answer: B,D**

### NEW QUESTION # 99

You notice a decline over time in your customer's usage of your product. Which action do you consider?

- A. Tell the customer a new solution will soon be available
- B. Carefully tell the customer to get more people to use your product
- **C. Re-assess the customer's business process and outline the capability of the solution**
- D. Show the customer a comparison of the solution versus the competition

**Answer: C**

### NEW QUESTION # 100

Which type of KPI is of the most interest to Customer Success?

- **A. business KPIs that define progress to the Business Outcome**
- B. OPEX KPIs that define the operational costs of the company
- C. sales KPIs for revenue generation
- D. IT services KPIs for operations

**Answer: A**

### NEW QUESTION # 101

The CIO of a bank and their vendor have a significant disagreement over the value of the work that was delivered the past two years under the existing managed-services contract. The contract renewal process was delayed over three months, with considerable risk to both parties. Which best practice will help prevent this type of disagreement?

- **A. Engage a third-party mediator to develop contract goals and evaluate the objectives at regular intervals.**
- B. Have the CIO define a clear IT strategy and implement the suggestions immediately.
- C. Have the CSM define how value should be measured at the end of the contract period.
- D. Adopt a lifecycle approach with a proactive review of service performance against KPIs.

**Answer: A**

### NEW QUESTION # 102

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