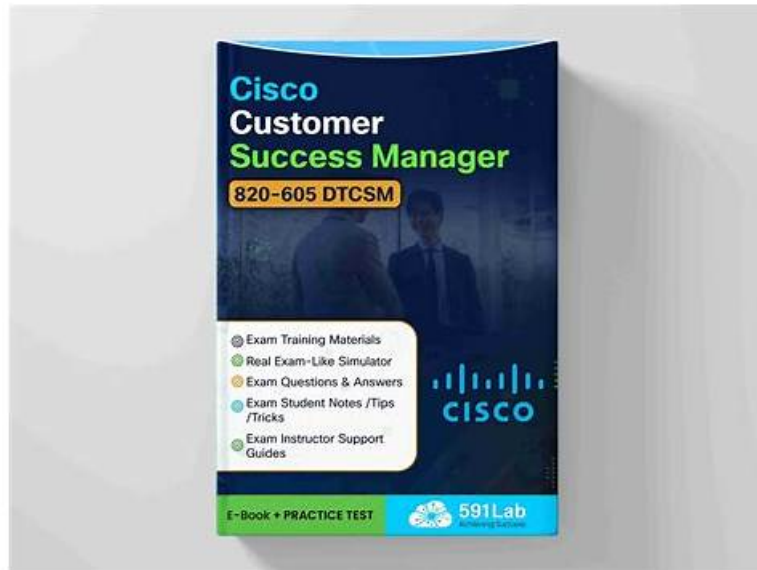


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Cisco Customer Success Manager Sample Questions (Q165-Q170):

NEW QUESTION # 165

What defines customer success?

- A. the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so customers can focus on core business activities.
- B. a measure of the Net Promoter Score resulting from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly together to deliver a positive experience.
- C. the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using the product or service.
- D. the business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

Answer: C

NEW QUESTION # 166

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

Answer: D,E

NEW QUESTION # 167

Which type of analytics have telemetry that show the customer's use of the software and define what has happened to date?

- **A. predictive**
- B. descriptive
- C. diagnostic
- D. prescriptive

Answer: A

NEW QUESTION # 168

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

- A. adding headcount to manage solution by the customer
- **B. providing solution optimization services**
- **C. training on existing features**
- D. increasing license count
- E. hosting an executive review

Answer: B,C

NEW QUESTION # 169

What are two examples of leveraging data to identify a customer barrier? (choose two)

- **A. evaluating feedback from the customer operations team**
- B. providing training recommendations
- **C. reviewing installed base details**
- D. consulting the health index
- E. noting change in customer executive team

Answer: A,C

NEW QUESTION # 170

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