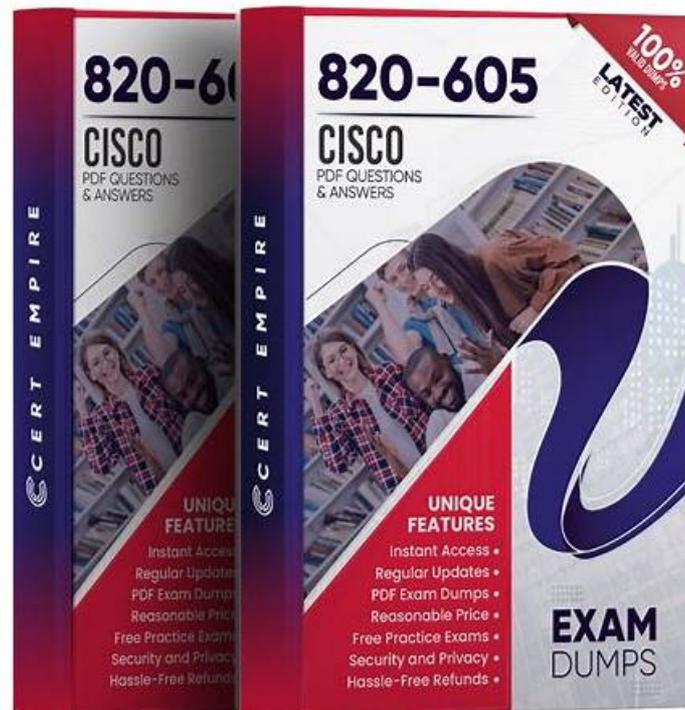


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Cisco Customer Success Manager Sample Questions (Q132-Q137):

NEW QUESTION # 132

Which list of components of a Customer Success Quarterly Success Review is common?

- A. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
- B. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter
- **C. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter**
- D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Answer: C

NEW QUESTION # 133

The customer wants to reduce their exposure to security events. Which business outcome is critical to the company's success?

- A. sustainability
- B. market growth
- C. risk management
- D. cost efficiency

Answer: A

NEW QUESTION # 134

As a Customer Success Manager, what is the most important metric to uncover during onboarding?

- A. cost
- B. benefit
- C. value
- D. customer relationship

Answer: C

NEW QUESTION # 135

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- A. support tickets reports and diagnostic information
- B. questions to validate the interpreted analytical data
- C. customer annual report and quarterly business reviews
- D. detailed contract inventory
- E. sales account plan

Answer: A,C

NEW QUESTION # 136

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A. Adopt
- B. Use
- C. Implement
- D. Onboard

Answer: A

NEW QUESTION # 137

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