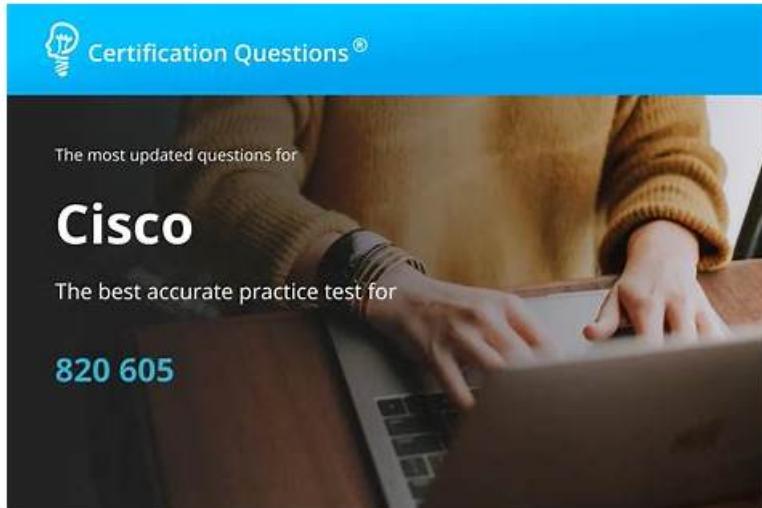


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Cisco Customer Success Manager Sample Questions (Q45-Q50):

NEW QUESTION # 45

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

- A. KPI that will be improved by the new product solution
- B. current configuration guide of the product solution

- C. product use case that will achieve the desired outcome
- D. current existing products that are being displaced by the solution

Answer: C

NEW QUESTION # 46

Refer to the exhibit.

□ Which initial action does a Customer Success Manager take?

- A. Provide trending information on license types B and D and share with all stakeholders
- B. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features
- C. Share the report with the customer point of contact for license types B and D and determine causes
- D. Run analysis on all the license types used by the customer on all platforms

Answer: D

NEW QUESTION # 47

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Have marketing write a blog post about the new solution.
- B. Encourage the customer to purchase updated endpoints.
- C. Block all alternative chat and video collaboration systems.
- D. Advertise additional user training sessions throughout the organization.
- E. Conduct a survey to determine which collaboration solutions users are using.

Answer: D,E

NEW QUESTION # 48

What are the sources used to identify barriers?

- A. people, plan, process
- B. customer, product, usage
- C. people, process, tools
- D. success plan, tools, training

Answer: C

Explanation:

The sources used to identify barriers include people, process, and tools. People refer to the stakeholders involved, process refers to the workflows and procedures in place, and tools refer to the technologies and resources available to support the customer success efforts

NEW QUESTION # 49

Refer to the exhibit.

□ Which action should the Customer Success Manager take to improve the health index of Company B?

- A. Analyze annual recurring revenue growth and reduce renewal risks associated with technology.
- B. Provide recommendations for training and offer scripts for learning products.
- C. Observe the net promoter scores and how likely the customer is to create a success story.
- D. Perform a marketing campaign and design a roadmap of new products.

Answer: B

Explanation:

To improve the health index of Company B, which has lower scores in Sentiment Score compared to its Health Index, the Customer

Success Manager should focus on enhancing the customer's experience and satisfaction with the product. Providing training and learning resources can help improve product knowledge and proficiency, which can positively impact the sentiment score.

References: The Cisco Customer Success Manager's role includes offering training and educational resources to improve customer satisfaction and product adoption, as indicated in the Cisco Customer Success Manager documentation.

NEW QUESTION # 50

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