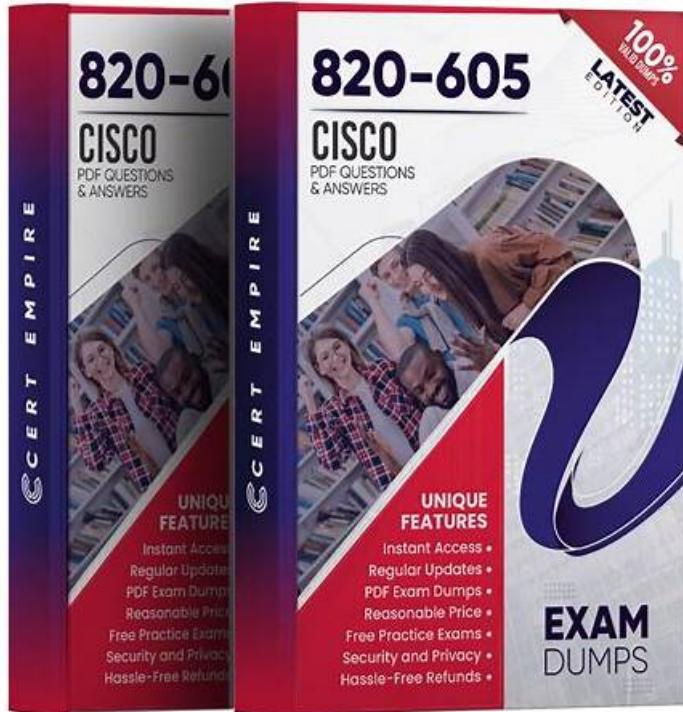


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Cisco Customer Success Manager Sample Questions (Q55-Q60):

NEW QUESTION # 55

Which statement describes an end user adoption barrier?

- A. Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.
- B. The budget is insufficient to implement the solution for a new branch of the business.
- C. The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.
- D. There are insufficient licenses for additional staff from a newly acquired company to use the solution.

Answer: A

NEW QUESTION # 56

Which definition of a use case is true?

- A. list of instructions that customer uses for their software
- B. list of actions or event steps that a customer uses
- **C. list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal**
- D. comparison of the marketing description of what a product does to the customer's experience

Answer: C

NEW QUESTION # 57

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

Answer: C

NEW QUESTION # 58

What is an objective of the Customer Success Manager?

- A. help customers recognize the self-service model
- B. train customers to ensure they understand the full capabilities of the solution
- C. make decisions on behalf of the customer to reduce time to value
- **D. solve customer problems to attain business outcomes**

Answer: D

Explanation:

The objective of a Customer Success Manager is to solve customer problems to attain business outcomes. This involves understanding the customer's business goals and ensuring that the solutions provided are effectively addressing their needs.

NEW QUESTION # 59

Which activity should happen after successful customer value realization?

- A. Fully engage in a feature planning session for the future.
- **B. Identify lessons learned and see how the engagement time can be shortened.**
- C. Review usage, potential roadblocks, and bottlenecks to product engagement.
- D. Publish a case study that presents the customer success story.

Answer: B

NEW QUESTION # 60

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