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Cisco Customer Success Manager Sample Questions (Q63-Q68):

NEW QUESTION # 63

How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.
- B. OpEx has depreciation, while there is no depreciation with CapEx.
- C. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.
- D. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.

Answer: A

Explanation:

Operating expenses (OpEx) are the costs for the day-to-day operation of a business, such as rent, utilities, and payroll. Capital

expenses (CapEx), on the other hand, are investments in assets that will benefit the business over a longer period, such as equipment or property².

NEW QUESTION # 64

What should be the primary source of information about a customer's current adoption barriers?

- A. customer strategic goals
- B. bill of materials
- C. insight from the account team
- D. current industry trends

Answer: A

Explanation:

The primary source of information about a customer's current adoption barriers should be the customer's strategic goals. Understanding these goals helps identify where the solution may not be meeting the customer's needs, which can lead to adoption barriers

NEW QUESTION # 65

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Customer Success Specialist
- B. Sales Engineer
- C. Technical Engineer
- D. Solution Product Manager

Answer: C

Explanation:

The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need to be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

NEW QUESTION # 66

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. training surveys
- B. help desk data
- C. risk management
- D. telemetry
- E. health score

Answer: D,E

Explanation:

Customer Success Managers often use health scores and telemetry as metrics to measure customer success.

Health scores provide a quick overview of the customer's overall status, while telemetry data offers detailed insights into product usage and engagement.

NEW QUESTION # 67

Which tool is used by Customer Success Manager to establish cross-functional alignment, ensure efficient execution and communication across a project team, and facilitate stakeholder management?

- A. RACI
- B. Stakeholder Map
- C. Health Index Report

- D. KPIs

Answer: A

NEW QUESTION # 68

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