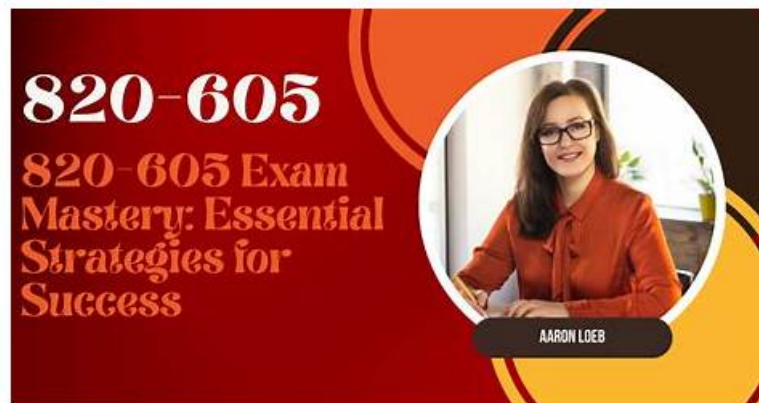


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Cisco Customer Success Manager Sample Questions (Q62-Q67):

NEW QUESTION # 62

Refer to the exhibit.

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	A	C

What is the concern for a Customer Success Manager within this task of the RACI matrix?

- A. It is difficult to get a consensus or agreement with the number of roles accountable.

- B. Too many people are responsible, which leaves no clear leader.
- C. Lack of sufficient expertise with minimal consulting stakeholders engaged.
- D. Running the risk of under communicating with too few stakeholders involved.

Answer: A

NEW QUESTION # 63

In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

- A. The adoption campaign surveys all end users for product feedback.
- B. The adoption campaign provides free user training.
- C. The adoption campaign provides notifications of new feature releases.
- D. The adoption campaign notifies customers of a critical bug.
- E. The adoption campaign provides free trial licenses for feature upgrades.

Answer: C,E

Explanation:

An adoption campaign can identify expansion opportunities by notifying customers of new feature releases and providing free trial licenses for feature upgrades. These actions can encourage customers to explore additional functionalities and potentially adopt them, leading to expansion. References: Adoption campaign strategies that aim to increase customer engagement with new features and upgrades, potentially leading to expanded use of the solution.

NEW QUESTION # 64

A customer voices frustration because the purchased solution is not being adopted as expected within the organization, and the organization's new leadership does not have a historical perspective of the expected outcomes. Which two activities should the Customer Success Manager initiate to create mitigation plans to address these risk factors? (Choose two)

- A. Evaluate the architecture value cards.
- B. Analyze the adoption report.
- C. Examine the recent QBR results.
- D. Review the account health score.
- E. Research the list of accelerators.

Answer: B,C

NEW QUESTION # 65

What is the first step a Customer Success Manager should take to identify why the solution was purchased?

- A. Engage with the customer.
- B. Review the bill of materials.
- C. Collaborate with the sales team.
- D. Evaluate the Customer Success Plan.

Answer: A

Explanation:

The first step a Customer Success Manager should take is to engage with the customer to understand their needs, goals, and the reasons they chose the solution. This direct engagement provides valuable insights that inform the Customer Success Plan and ensure alignment with the customer's objectives. References: Best practices in customer success management emphasize the importance of customer engagement as the foundation for understanding the purpose behind a purchase.

NEW QUESTION # 66

You notice a decline over time in your customer's usage of your product. Which action do you consider?

- A. Re-assess the customer's business process and outline the capability of the solution

- Answer: A**

When noticing a decline in product usage, it's important to re-assess the customer's business process and ensure that the capabilities of the solution are well-aligned with their needs. This may involve identifying any changes in the customer's operations or uncovering new challenges they are facing. References: Customer success strategies that focus on aligning product capabilities with evolving business processes.

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