QUESTION 1
Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two.)

A. completion of customer training
B. confirmation of customer business outcomes
C. review of product roadmap
D. scheduling of Quarterly Success Review
E. agreement of key stakeholders

Answer: BE

QUESTION 2
Which two actions are in adoption campaign? (Choose two.)

A. messaging to users on best practice approaches to their solution
B. messaging to stakeholders on new product releases
C. messaging to stakeholders on the new features of their solution
D. survey sent to all end users
E. renewal reminder to stakeholders

Answer: AC

QUESTION 3
What is the best method to measure customer consumption of technology?

A. telemetry and analytics
B. recurring revenue management
C. enterprise CRM and incident management
D. content management

Answer: A

QUESTION 4
Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company.
Which two opportunities can lead to advocacy? (Choose two.)

A. moments of success when the customer acknowledges progress
B. successful contract renewal
C. green health scores over intermittent time periods
D. continuing results based on unexpected value
E. results that are not measurable

Answer: AB

QUESTION 5
The customer wants to increase the number of services in their portfolio and improve the time to launch these services.

Which two business outcomes are appropriate? (Choose two.)

A. cost efficiency
B. employee satisfaction
C. time to market
D. business growth
E. sustainability

Answer: CD

QUESTION 6
Which two outcomes are expansion opportunities within customer success? (Choose two.)

A. expansion of solution features
B. renewal of solution subscription
C. purchase of a new solution
D. deployment of solution
E. expansion of solution services

Answer: AC

QUESTION 7
Which method is directly associated with evaluating a customer outcome?

A. milestones
B. key performance indicators
C. metrics
D. benchmarks

Answer: D

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