QUESTION 77
The executive team decided to purchase 500 licenses to reduce costs and replace the existing solution, which has been in place for the last 10 years. The end-users were not consulted. Three months into the project, reports show the consumption analytics indicate a high usage of the old system and only 75 licenses active in the new software. Which two adoption barriers must be investigated? (Choose two)

A. limited telemetry
B. purchase policy process
C. lack of common features
D. lack of communication
E. business misalignment

Answer: AD

QUESTION 78
During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription. Which barrier must the CSM overcome?

A. operational
B. business
C. technical
D. data

Answer: A

QUESTION 79
Which type of analytics has telemetry that demonstrates the customer's use of the software and actions to date?

A. diagnostic
B. descriptive
C. prescriptive
D. predictive

Answer: A

QUESTION 80
Which Key Performance Indicators contribute to customer value achievements?

A. profit and risk reduction
B. employee usage and training volume
C. product, services, and sales
D. cost, time, and customer satisfaction

Answer: D

QUESTION 81
A customer does not feel they have received value from a software solution, and the 3-year contract is expiring in 60 days. The customer is hesitant to continue spending money and is considering other alternatives. Which stakeholder is responsible for ensuring that the customer realizes value from solutions coming up for renewal?

A. Renewals Manager
B. Account Manager
C. Product Sales Specialist
D. Customer Success Manager

Answer: D

QUESTION 82
What is the purpose of capturing moments of success with a customer?

A. expanding the purchased solution
B. recognizing the value of the engagement
C. renewing the contract and subscription
D. validating deployment of the solution

Answer: B

QUESTION 83
Refer to the exhibit. Which role is accountable for the Develop and validate Success Plan update activity?

A. Account Manager
B. Customer Success Manager
C. Product Sales Specialist

D. Business Development Manager

Answer: B

QUESTION 84
Which two adoption outcomes are renewal indicators? (Choose two)

A. customer testimonial
B. solution discount
C. payment schedule
D. optimized services
E. training attendance

Answer: AC

QUESTION 85
Which tool is used by a Customer Success Manager to establish cross-functional alignment, ensure efficient execution and communication across a project team, and facilitate stakeholder management?

A. KPIs
B. Stakeholder Map
C. RACI
D. Health Index Report

Answer: B

QUESTION 86
What is Quarterly Success Review?

A. new success plan that focuses on the upcoming goals for the customer.
B. gap analysis that focuses on the state of the customer's current architecture.
C. technical analysis that outlines the implementation plan and adoption barriers.
D. a conversation that outlines key initiatives that are agreed upon in the success plan.

Answer: A

QUESTION 87
Which role within a Customer Success organization acts as a single contact point for a customer across multiple technologies?

A. Delivery Team
B. Account Manager
C. Customer Success Manager
D. Customer Success Specialist

Answer: C

QUESTION 88
What is a key driver that is creating the need for customer success?

A. financial resources
B. subscription economy
C. advanced specializations
D. portfolio management

Answer: A

QUESTION 89
What is the main objective of customer success?

A. customer's return on investment
B. known and unknown features of our product and solutions
C. customer's reduction of risk
D. outcomes customers are trying to achieve

Answer: D

QUESTION 90
Drag and Drop Question
An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

A.
B.
C.
D.

Answer:

QUESTION 91
Which type of information should be captured during the first customer engagement?

A. cases escalated to technical support
B. expansion opportunities
C. customer's desired outcomes
D. stakeholder map

Answer: C

QUESTION 92
Refer to the exhibit. What is the problem with this RACI example?

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

A. Every task should have four people consulted.
B. No one has multiple roles.
C. More stakeholders should be involved.
D. Too many people are accountable for this task.

Answer: D

QUESTION 93
Refer to the exhibit. What does this health score indicate?
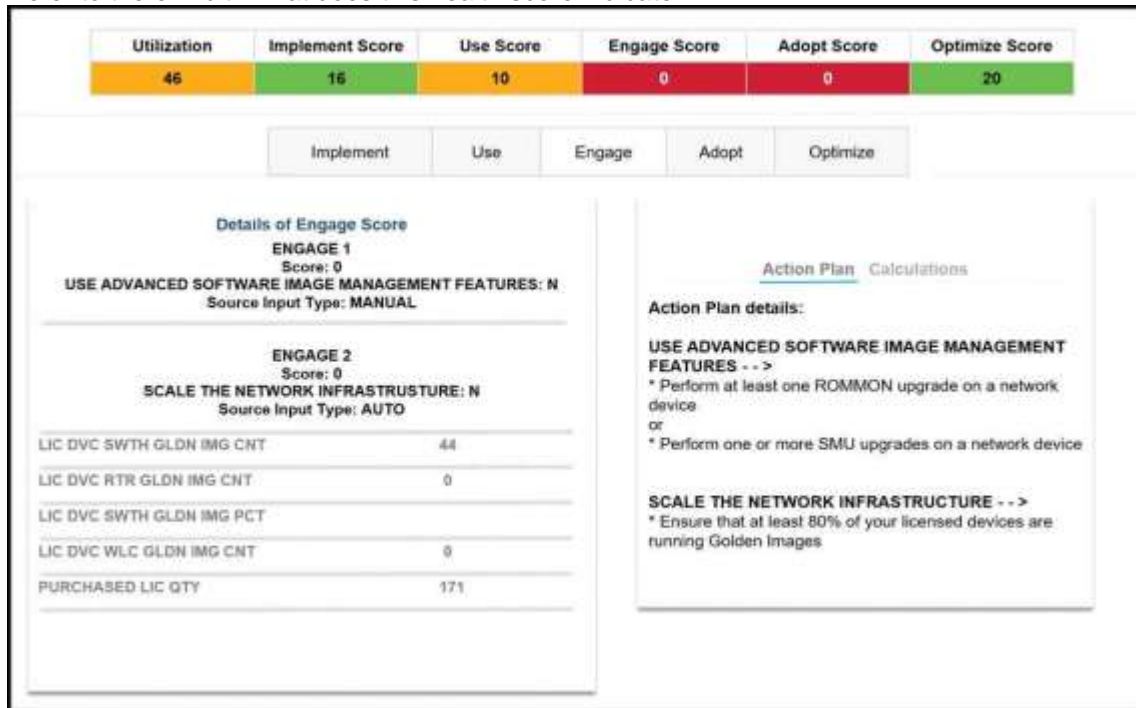
A. The customer is unlikely to renew this license.
B. The customer is unlikely to advocate for this product.
C. The customer needs to consume more of this product.
D. The customer needs to purchase more licenses.

Answer: B

QUESTION 94
Which element evaluates a customer outcome?

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

Answer: A