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Shared by Calhoun on 20-10-2022

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Question 1

As a Customer Success Manager, what is the most important metric to uncover during onboarding?

Options:

A- cost

B- value

C- benefit

D- customer relationship

Answer:

B

Question 2

Which action should a Customer Success Manager take when the product utilization score is not improving?

Options:

A- Conduct customer interviews to understand current adoption barriers and develop a solution plan.

B- Engage the sales team to upsell the solution and offer options and product diversity to the customer.

C- Review the support case history to identify product quality or customer education issues.

D- Contact the product operations team to review the telemetry and offer insights to the customer.

Answer:

A

Question 3

Question Type: MultipleChoice

Which perspectives are covered in a balanced scorecard?

Options:

A- customer, employee, partner, risk

B- business process, customer, financial, learning, growth

C- competition, culture, financial. IT systems

D- business outcomes, customer, employee, risk

Answer:

B

Question 4

Question Type: MultipleChoice

In which lifecycle stage would a lack of skilled resources be identified as a barrier?

Options:

A- sales proof of concept

B- late-stage adoption

C- early-stage adoption

D- solution renewal

Answer:

A

Question 5

Question Type: MultipleChoice

Which factor delays time to value?

Options:

A- unrenewed Success Plan

B- unpaid invoice

C- loss of project sponsor

D- negative Net Promoter Score

Question 6

Question Type: **MultipleChoice**

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

Options:

A- Create a new Health Index dashboard with the Sales team.

B- Evaluate the customer's expertise in managing the purchased solution.

C- Examine solution pricing with the Renewals Manager.

D- Schedule Quarterly Business Review with the new leadership team.

E- Review the original business case and reassess desired outcomes with the new leadership team.

Answer:

B, E

Question 7

What is a technical adoption barrier?

Options:

A- lack of integration with other products

B- underutilization of licenses

C- untrained customer user group

D- customer not measuring product value

Answer:

A

Question 8

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

Options:

A- Have marketing write a blog post about the new solution.

B- Encourage the customer to purchase updated endpoints.

C- Block all alternative chat and video collaboration systems.

D- Conduct a survey to determine which collaboration solutions users are using.

E- Advertise additional user training sessions throughout the organization.

Answer:

C, E

Question 9

Question Type: **MultipleChoice**

A customer's call center unexpectedly moved from in-person to remote operations and discovered that agents could no longer record their calls. The customer escalates this problem to their Customer Success Manager and requests a resolution. The Customer Success Manager recognizes that the customer is using collaboration products with outdated software. What is the first step of the mitigation plan?

Options:

A- Evaluate the availability of resources to work on the problem.

B- Engage a specialist to identity a technical solution or workaround.

C- Conduct an assessment of the business impact of the problem.

D- Establish a timeline of when a solution must be in place.

Answer:

A

Question 10

Question Type: **MultipleChoice**

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

Options:

A- help desk data

B- health score

C- risk management

D- telemetry

E- training surveys

Answer:

B, D