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Question 1

What is a business adoption barrier?

Options:

A- solution is not implemented

B- customer lacks technical knowledge

C- services are unpurchased

D- lack of customer stakeholder

Answer:

B

Question 2

A customer complains about the number of times they must explain their problems and ask different team members to find a solution. How can this issue be avoided?

Options:

A- Share the company's organizational chart with the support team.

B- Provide customers with relevant use cases for the purchased solution.

C- Ensure that the customer knows the point of contact for product training.

D- Clarity roles and responsibilities with the stakeholders.

Answer:

D

Question 3

Question Type: **MultipleChoice**

What is a common indicator of customer health?

Options:

A- number of services purchased

B- number of licenses purchased

C- customer satisfaction metric

D- amount of money spent on the solution

Answer:

C

Question 4

Question Type: **MultipleChoice**

Which two activities support Customer Success planning? (Choose two.)

Options:

A- service ticket tracking

B- adoption barrier identification

C- quality control

D- service delivery program management

E- KPI tracking

Answer:

B, D

Question 5

How can Customer Success Plan tracking drive additional license purchases?

Options:

A- The Success Plan tracks the mean time to failure of the solution.

B- The Success Plan tracks the number of threats blocked and benchmarks it against the previous year.

C- The Success Plan tracks gains in user productivity and communicates this back to the business.

D- The Success Plan tracks the number of technical support cases opened.

Answer:

C

Question 6

What is the purpose of targeted use cases?

Options:

A- They highlight the product differentiation from a competitor.

B- They define how a solution is applied to enable a desired outcome.

C- They function without the purchase of additional services.

D- They provide customers with ways to take advantage of additional features.

Answer:

Question 7

Question Type: **MultipleChoice**

Refer to the exhibit.

Account Baseline

Success Priorities	Solution	Stage and health						
Drive cost down while inproving operational effeciencies	Product A	Purchase	Onboard	Implement	Use	Engage	Adopt	**Optimize**
	Product B	Purchase	Onboard	Implement	**Use**	Engage	Adopt	Optimize
	Product C	Purchase	Onboard	**Implement**	Use	Engage	Adopt	Optimize
	Product D	**Purchase**	Onboard	Implement	Use	Engage	Adopt	Optimize
	Product E	**Purchase**	Onboard	Implement	Use	Engage	Adopt	Optimize
	Product F	Purchase	Onboard	Implement	**Use**	Engage	Adopt	Optimize
	Product G	**Purchase**	Onboard	Implement	Use	Engage	Adopt	Optimize

Based on the stage and health reflected, what must be the first priority of the success plan?

A- Design and propose a discount on product G.

B- Contact and collaborate with the individuals involved in the onboarding of product E.

C- Offer and encourage the opportunity for the customer to participate in a success story for product F.

D- Identify and document barriers that impact product C.

Answer:

D

Question 8

Question Type: **MultipleChoice**

What is a lagging indicator of the customer achieving the value proposition?

Options:

A- product deployment

B- contract renewal

C- decrease in the number of problem reports

D- movement to evaluate stage

Answer:

C

Question 9

Question Type: **MultipleChoice**

Which Customer Success activity is critical from the supplier perspective?

Options:

A- identifying opportunities for sales expansion

B- driving full adoption of the company's technology across all supported solutions

C- ensuring the customer has a success plan and is achieving each milestone in a timely manner

D- listening carefully to the customer's feedback and taking actions so the company's solutions can be improved

Answer:
C

Question 10

Question Type: **MultipleChoice**

What defines a use case?

Options:

A- comparison of the marketing description of what a product does and the customer's experience.

B- list of actions that define the interactions between a role and a system to achieve a goal.

C- list of actions or event steps that a customer uses.

D- list of instructions customers use for their software.

Answer:

B