

Topic 1 - Single Topic

Question #1

Topic 1

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. Service organizations must evolve from a “break fix” business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption. The CSM advises and professional services team on the best services to position.
- B. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.
- C. IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- D. The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.

Correct Answer: C

Community vote distribution

C (67%)

D (33%)

- Mike_Gale

1 year, 4 months ago

C is correct

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: D

C is the correct one.

upvoted 1 times
- JoeC716

2 years, 7 months ago

Selected Answer: C

C is correct

upvoted 2 times
- Sudupulun

2 years, 8 months ago

Correct C

upvoted 1 times

Which list of components of a Customer Success Quarterly Success Review is common?

- A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter
- B. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter
- C. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
- D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Correct Answer: C

Community vote distribution



- Mike_Gale

1 year, 4 months ago

Between C & D

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: C

It is C.

upvoted 1 times
- emski

2 years, 3 months ago

Selected Answer: B

From DTCSM: QSR Best Practices - For executive relevance, you will want to focus on benchmarking against industry peers. Show them insights how their business is running and how it can improv

upvoted 1 times
- TamKhat

2 years, 6 months ago

C is correct

upvoted 1 times
- Ipicardin

2 years, 6 months ago

I also think for C

upvoted 1 times
- kongtang77

2 years, 7 months ago

Selected Answer: B

B is Correct. From DTCSM: QSR Best Practices - Don't get bogged down in features or support or training schedule. For executive relevance, you will want to focus on benchmarking against industry peers.

upvoted 1 times
- Sudupulun

2 years, 7 months ago

Correction. C is the final answer.

upvoted 1 times
- Mertf

2 years, 8 months ago

Selected Answer: C

I would also vote for C

upvoted 2 times
- Sudupulun

2 years, 8 months ago

B Correct. QSR is a business relevance tool, not a project management tool.

upvoted 1 times
- smayus

2 years, 8 months ago

why is the executive relevance crucial here?

upvoted 1 times
- urathod

2 years, 8 months ago

Selected Answer: C



C is correct



upvoted 2 times
- UncleTurnip



2 years, 10 months ago

From DTCSM: For executive relevance, you will want to focus on benchmarking against industry peers. Show them insights into how their business is running and how it can improve.

Based on that the answer should be B. Training does not mention services delivered, issues and open services cases as part of QSR
upvoted 4 times

  **Audrey80** 2 years, 10 months ago
B or C what is the correct answer ?
upvoted 1 times

  **RaeRae16** 2 years, 11 months ago
From DTCSM training, QSR: Best Practices "For executive relevance, you will want to focus on benchmarking against industry peers."
upvoted 3 times

  **guvz** 2 years, 11 months ago
The correct answer is C
upvoted 2 times

Which definition of customer success is true?


- A. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- C. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- D. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.

Correct Answer: A

Community vote distribution



- TamKhat** 2 years, 6 months ago
A is correct
upvoted 1 times
- ngodzung** 2 years, 7 months ago
In Cisco saleconect training, document said that "Our second important transformation is the focus toward recurring revenue". So B maybe correct?
upvoted 1 times
- GustavBP** 2 years, 7 months ago
Selected Answer: A
I would go for A. CX is focused on outcomes and value. Regarding the confusing "unexpected", this is from the Blackbelt training: With this too (Success Plan), the CSM guides the customer to expected, and potentially unexpected, value within the solution. Mentioned many times in the training.
upvoted 1 times
- Sudupulun** 2 years, 8 months ago
A Correct. The focus of customer success is to enable customer’s business outcomes through the utilization of the CSM’s company’s products a services.
upvoted 2 times
- urathod** 2 years, 8 months ago
Selected Answer: A
A is correct
upvoted 2 times
- BEE2023** 2 years, 9 months ago
Customer Success is the business methodology of ensuring customers achieve their desired outcomes while using your product or service.so i agree with B
upvoted 1 times
- Blackbelt** 2 years, 9 months ago
You mean A
upvoted 3 times
- Hope4** 2 years, 10 months ago
I believe A is the correct answer.
upvoted 3 times
- Dzoniboj** 3 years, 1 month ago
A is correct
upvoted 3 times
- Raajaa** 3 years, 4 months ago
but it mentions unwanted outcomes as well..So I doubt if it can be considered as the correct answer
upvoted 2 times
- Eldarr** 3 years, 2 months ago
Words "unexpected" and "unwanted" have two completely different meanings, so A is correct
upvoted 4 times

 **myskypeid1313** 3 years, 5 months ago

A is correct: <https://www.gainsight.com/guides/the-essential-guide-to-customer-success/>

"Customer Success is the business methodology of ensuring customers achieve their desired outcomes while using your product or service."
upvoted 4 times

Question #4

Topic 1

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize those solutions to get the value they intended.
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.
- C. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- D. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.

Correct Answer: A

 **Sudupulun** 2 years, 8 months ago

A Correct
upvoted 2 times

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

Correct Answer: *BD*

Community vote distribution

BE (100%)

- labouillesm

Highly Voted

3 years, 1 month ago

I think B E

upvoted 9 times
- jerj

Most Recent

3 months, 2 weeks ago

The answer correct is B&E

upvoted 1 times
- Mike_Gale

1 year, 4 months ago

B & E in my opinion

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: BE

B & E - you do not have a QSP to establish a QSR.

upvoted 1 times
- emski

2 years, 3 months ago

Selected Answer: BE

B and E

upvoted 1 times
- TamKhat

2 years, 6 months ago

B and E

upvoted 1 times
- Sudupulun

2 years, 8 months ago

My guess, B E

upvoted 1 times
- Tangobob2006

2 years, 9 months ago

Agreed. Should be B and E. You can't schedule a QSR unless the customer is already on board with the CSM process and to do that you need stakeholder agreement

upvoted 1 times



Which type of KPI is of the most interest to Customer Success?

- A. business KPIs that define progress to the Business Outcome
- B. sales KPIs for revenue generation
- C. IT services KPIs for operations
- D. OPEX KPIs that define the operational costs of the company

Correct Answer: A

Community vote distribution

B (100%)

  **bjdogcom** 1 year, 9 months ago

Selected Answer: B

Correct B

upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

A Correct

upvoted 3 times

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

Correct Answer: B

Community vote distribution



- Dzoniboj**

Highly Voted

 2 years, 11 months ago

Training course said it is subscription economy

upvoted 9 times
- jerj**

Most Recent

 3 months, 2 weeks ago

B. subscription economy

upvoted 1 times
- Schneebaer** 8 months, 3 weeks ago

B subscription economy - answer is from Cisco course

upvoted 1 times
- Tanas** 1 year, 10 months ago

Selected Answer: B

B is the correct answer.

upvoted 1 times
- AJGdOZ** 2 years, 7 months ago

Hi Guys, answer A, because regarding why do they want subscription economy? 60% Flexibility, 50% Smaller up-front investement, 45% reduction in total cost. Most part of the trend are financial reasons

upvoted 1 times
- GustavBP** 2 years, 7 months ago

Selected Answer: B

B, subscription economy

upvoted 2 times
- Sudupulun** 2 years, 8 months ago

B Correct

upvoted 1 times
- Chriss1984** 2 years, 8 months ago

Hi Just need to some advice on this question, you say its subscription economy was this on the cisco Course, I am stuck between A or B - can someone advise on this

upvoted 1 times
- Writer** 2 years, 8 months ago

Subscription economy

upvoted 1 times



Why should a customer's success be documented?

- A. to establish KPIs that measure success
- B. to document roles and responsibilities for project management
- C. to provide awareness of the value achieved by the solution
- D. to provide expansion opportunities for the sales team

Correct Answer: C

Community vote distribution

C (100%)

- Dzoniboj** Highly Voted 2 years, 11 months ago

I think that C is correct

upvoted 7 times
- jerj** Most Recent 3 months, 2 weeks ago

C. to provide awareness of the value achieved by the solution

upvoted 1 times
- Mike_Gale** 1 year, 4 months ago

A is correct

upvoted 1 times
- GustavBP** 2 years, 7 months ago

Selected Answer: C

C, awareness.

upvoted 3 times
- Sudupulun** 2 years, 8 months ago

My guess C. Not sure

upvoted 1 times
- smayus** 2 years, 8 months ago

you need KIPs to be establised to document success, dont' you?

upvoted 1 times
- GustavBP** 2 years, 7 months ago

Yes, but A says the opposite: "A customer success should be documented to establish KPIs", which is wrong, I think. Normally we have KPIs & we document the progress.

upvoted 2 times
- PritamCSM** 2 years, 2 months ago

It's saying establishing the kpi will measure the success of your company's business.

upvoted 1 times
- smayus** 2 years, 8 months ago

C seems to be more broad and therefore correct?

upvoted 1 times

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

Correct Answer: *D*

  **Sudupulun** 2 years, 8 months ago

D Correct

upvoted 1 times

What is the value proposition of customer success for customers?

- A. incremental rewards
- B. business vision support
- C. technical assistance prioritization
- D. external publicity

Correct Answer: *B*

Community vote distribution



  **guvz** Highly Voted 2 years, 11 months ago



B is the answer
Customer Success is not technical
upvoted 9 times

  **jerj** Most Recent 3 months, 2 weeks ago

B. business vision support is the answer correct
upvoted 1 times

  **Mike_Gale** 1 year, 4 months ago

B. A CSM does not prioritise tech support
upvoted 1 times

  **Tanas** 1 year, 10 months ago

Selected Answer: B
CSM is not technical and does not prioritize technical support.
upvoted 1 times

  **Sudupulun** 2 years, 7 months ago

Correction, A is correct
upvoted 1 times

  **GustavBP** 2 years, 7 months ago

Selected Answer: B
B, business vision support
upvoted 2 times

  **GustavBP** 2 years, 7 months ago

Selected Answer: B
B is correct.
upvoted 2 times

  **Sudupulun** 2 years, 8 months ago

B Correct
upvoted 1 times

  **smayus** 2 years, 8 months ago



Customer Success is not technical...
upvoted 1 times

  **smayus** 2 years, 8 months ago

B seems to be the only reasonable option here
upvoted 1 times

  **Tangobob2006** 2 years, 9 months ago

Clearly C is not correct as the Cisco training materials state on a number of occasions not to confuse the CSM role with a technical advisor role.
the correct answer
upvoted 3 times

  **Hope4** 2 years, 10 months ago

I think it is B also. The CX is all about helping the customer realize their Business outcome and is not technical in nature.
upvoted 3 times

Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

- A. increase in new subscribers or increase in end users
- B. number of incidents reported or number of compliance issues
- C. reduction in headcount or operational support costs
- D. customer and employee feedback
- E. number of activities completed or increase in direct time

Correct Answer: E

  **Sudupulun** 2 years, 8 months ago

E Correct

upvoted 1 times

What is a financial implication of churn?

- A. loss of revenue
- B. increased production
- C. reduced product utilization
- D. contract expansion

Correct Answer: A

Reference:

<https://www.clientsuccess.com/blog/true-cost-customer-churn-part-1/>

  **Mike_Gale** 1 year, 4 months ago

A is correct

upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

A Correct

upvoted 1 times

Which activity reduces the risk of churn?

- A. expanding the customer footprint
- B. lowering the service level
- C. providing a discount on renewal
- D. educating on product features

Correct Answer: D

Community vote distribution

D (75%)

A (25%)

- jerj 3 months, 2 weeks ago

D. educating on product features

upvoted 1 times
- AmitModi 1 year, 2 months ago

Section 9.3
Fewer features mean that you have a greater risk of churn.

upvoted 1 times
- IsabelKo 1 year, 9 months ago

I think D is correct.
answer A: expanding the customer footprint, refers to increasing the number of customers a company has, which would not necessarily reduce the risk of churn

upvoted 1 times
- goldcol 1 year, 10 months ago

Selected Answer: D

I copied and pasted the content into onenote from the course and checked churn. The only relatable comment is The chart supports gap analysis. This should align with CSFs. Where are they with getting value out of the software? Fewer features mean that you have a greater risk of churn. So I will go with educating on features as this correlates with churn in the course material.

upvoted 1 times
- emski 2 years, 3 months ago

Selected Answer: D

Training removes barriers that lead to churn

upvoted 2 times
- GustavBP 2 years, 7 months ago

Selected Answer: D

I would go for D. Training removes barriers. That can reduce churn. From the blackbelt training: These barriers might be understanding the new technology, in which case training might be required to overcome the barrier. The footprint is not mentioned in the training.

upvoted 2 times
- Sudupulun 2 years, 8 months ago

D Correct

upvoted 1 times
- smayus 2 years, 8 months ago

Hi Blackelt... If you say so, why did you choose A instead of D which focuses on features?

upvoted 2 times
- Blackbelt 2 years, 9 months ago

Selected Answer: A

In the course is mentioned: Fewer features mean that you have a greater risk of churn.

upvoted 2 times
- ericmachang 2 years, 9 months ago

Selected Answer: D

why not training ?

upvoted 1 times

A large university has deployed a new IT solution designed to improve the overall student and staff experience. Which approach to measure success is the best?

- A. Twice yearly student and staff surveys with two questions related to IT
- B. Measure the number of complaints raised by students
- C. Combination of tailored surveys and IT tools-based metrics
- D. Implement staff Super Users to provide feedback

Correct Answer: B

Community vote distribution

C (67%)

B (33%)

- labouillesm

Highly Voted

3 years, 1 month ago

answer C : Student & staff

upvoted 7 times
- jerj

Most Recent

3 months, 2 weeks ago

C. Combination of tailored surveys and IT tools-based metrics

upvoted 1 times
- hunkyguy

6 months, 1 week ago

The answer should be C (Students + Staff) combined surveys and IT tools-based metric should be great data to measure the success with customer.

upvoted 1 times
- marao

1 year, 2 months ago

Selected Answer: B

cause I say so.

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: C

It is C.

upvoted 1 times
- TamKhat

2 years, 6 months ago

C is correct

upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: C

C - Combination of tailored surveys and IT tools-based metrics. Staff missing in B.

upvoted 1 times
- Sudupulun

2 years, 8 months ago

C Correct

upvoted 1 times
- smayus

2 years, 8 months ago

students and staff = C as the only option?

upvoted 1 times
- Tangobob2006

2 years, 9 months ago

None of these answers seem ideal but hard to see how B could be classed as THE right answer when it only talks about looking at student complaints rather than the staff as well

upvoted 1 times
- Hope4

2 years, 10 months ago

You would need to measure complaints by both student and staff, not just the complaints by the students. I think C is a better answer.

upvoted 4 times

DRAG DROP -

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.

Select and Place:

customer specific industry

cost of the adoption service

desired business outcome

baseline metrics / KPI

customer testimonials

expand opportunities

Demonstrates Value

Correct Answer:

customer specific industry

desired business outcome

Demonstrates Value

cost of the adoption service

baseline metrics / KPI

customer testimonials

expand opportunities

- guvz

Highly Voted

2 years, 11 months ago

desired outcomes should be used to demonstrate value rather than cost of the adoption as it would make more sense to say reduction in cost

upvoted 5 times
- GustavBP

Most Recent

2 years, 7 months ago

I would exclude cost and expand opportunities.

upvoted 2 times
- Sudupulun

2 years, 8 months ago

My choices are

CX Spec Industry

Business Outcome

KPI Metrics

CX Testimonials

upvoted 3 times
- ericmachang

2 years, 9 months ago

Why "expand opportunities" rather than "customer specific industry"

upvoted 2 times

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Document the session, stakeholder interests, and metrics for leadership
- B. Create a success plan to be reviewed with the customer at the next review meeting
- C. Provide technical configuration for development
- D. Discuss new opportunities and new products to purchase

Correct Answer: B

Community vote distribution



Flemming Highly Voted 3 years, 7 months ago
I think the correct answer is B
upvoted 7 times

WesZ Most Recent 1 year, 3 months ago
is (A)
Documenting the onboarding session, stakeholder interests, and metrics is an important step in the customer success process as it helps to ensure that there is a clear record of the discussion, including any action items or next steps that were identified. This information can be used to create a baseline for measuring progress, to identify areas of improvement, and to communicate the status of the engagement to leadership and other stakeholders.
creating a success plan
is an important step in the customer success process, it typically comes after the onboarding session has been documented and the Customer Success Manager has had time to analyze the information collected.
upvoted 1 times

Mike_Gale 1 year, 4 months ago
B is correct
upvoted 1 times

PritamCSM 2 years, 3 months ago
We should not go for answer A, because we need to identify the words here. such as : "metrics for leadership", in the CSM training they did not mention anything like this. unique but we can remember by following this way.
upvoted 1 times

AJGdOZ 2 years, 7 months ago
I'm going to B
upvoted 1 times

GustavBP 2 years, 7 months ago
Selected Answer: B
I would go for B, success plan. I think the question asks about the next step with some impact, not a trivial action (A). From the blackbelt training Some key assets during the Onboarding stage are the Integrated Account Plan or IAP, a customer stakeholder map, customer expectation data and the Success Plan.
upvoted 2 times



ericmachang 2 years, 9 months ago
Why not A ?
upvoted 2 times

Blackbelt 2 years, 9 months ago
The CSM could document it in a success plan. I think that you would create a success plan already before the onboarding, and only the customer-facing part will be reviewed with the customer at the next review meeting. So Perhaps it is B misleading and A the better answer...
upvoted 3 times



Keeper_85 2 years, 8 months ago
I agree that A is the correct answer. The statement says "during a onboarding session, New Stakeholders, New KPIs", that would indicate that there is already a list of stakeholder and KPIs, most likely in the original customer success plan that was created during the sales process. So the most logical answer.
upvoted 2 times

pt12718 3 years, 2 months ago
I go with B

upvoted 2 times

  **Raajaa** 3 years, 4 months ago

Agree, B is the correct answer
upvoted 2 times

  **myskypeid1313** 3 years, 5 months ago

I am going for B as well
upvoted 2 times

Question #17

Topic 1



Which of these is included in a success plan?

- A. confidential customer information
- B. customer business outcomes
- C. customer HR processes
- D. services cost

Correct Answer: *BD*

Community vote distribution





  **AJGdOZ** 2 years, 7 months ago

Correct Answer: B
upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

B Correct
upvoted 1 times

  **Alti82** 2 years, 8 months ago

Selected Answer: B
It should be B
upvoted 1 times

  **Tangobob2006** 2 years, 9 months ago

Wording of the question clearly indicates a singular answer and that should be B. Anything to do with costs or pricing is not part of a success plan
upvoted 2 times

  **Dzoniboj** 3 years, 1 month ago



B only
upvoted 4 times

  **SaravananV** 3 years, 1 month ago

I dont think services cost need to be added in the success plan..
Anything cost/price needs to be addressed by the sales team. Answer should be just B
upvoted 1 times

  **SaravananV** 3 years, 1 month ago

'is' implies singular..
upvoted 2 times

  **NrG7** 3 years, 5 months ago

Which implies singular?
upvoted 1 times

DRAG DROP -

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

Select and Place:

business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	

Correct Answer:

business outcomes	detailed training plan
confidential customer information	key initiatives
	customer financial statements
QSR review dates	

NayeraBee Highly Voted 2 years, 7 months ago

- I think
- Business outcome (most important element)
 - Key initiatives (is how you'll achieve the desire business outcome)
 - QSR review dates (to measure where we are and make amendments to the plan if needed)

I'm not sure, though
upvoted 5 times

Tangobob2006 Highly Voted 2 years, 9 months ago


Something seems very wrong with this answer - a fundamental part of a success plan, as detailed in all the training materials, is business outcome. Why would you have detailed training plans in a success plan? You could have "fully-trained staff" as a business outcome but how you get to that is a project in itself and not part of a success plan
upvoted 5 times

Tanas Most Recent 1 year, 10 months ago

- According to Foundations of Customer Success - eBook, a CSP should consider:
- a. Business Priorities.
 - b. Key Initiatives.
 - c. Use Cases and User Personas.
 - d. KPIs.
 - e. Current State Baseline.
 - f. Business Process Integration.

g. Persona Enablement.
h. Outcomes Validation
From the above answers, I would choose Business Outcomes, Key Initiatives and Customer Financial statements (this would go under Current State Baseline in my opinion).

upvoted 1 times

  **kongtang77** 2 years, 7 months ago

From DTCSM v2.1 -
Overview of the most common elements of a success plan.
Customer profile
Identify internal resources supporting customer
Solution stakeholders and their business objectives
Account baseline
Initiative prioritization and execution-time line
KPIs
Tracking customers position along adoption lifecycle
Barriers and contingency plans
Expand opportunity planning

So i would pick Business Outcome, Confidential Customer information and key initiatives

upvoted 3 times

  **Sudupulun** 2 years, 8 months ago

My Choices are

Business outcome
Key initiatives
QSR Dates

upvoted 4 times

  **GustavBP** 2 years, 7 months ago

Agree. A "detailed training plan" is overkill for the Success Plan. From the blackbelt training: "Learnings confirm that customer users are on track to complete any training plans."

upvoted 1 times

  **ericmachang** 2 years, 9 months ago


Why "Business outcome" not in success plan ?

upvoted 2 times

  **SaravananV** 3 years, 1 month ago

Agreed. It should be customer financial statements instead of detailed training plan.

upvoted 3 times

  **labouillesm** 3 years, 1 month ago

my preference is for client financial statements instead of detailed training plan , What do you think ?

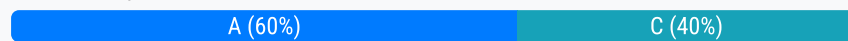
upvoted 3 times

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A. Onboard
- B. Use
- C. Adopt
- D. Implement

Correct Answer: A

Community vote distribution



jerj 3 months, 2 weeks ago

B. Use
upvoted 1 times

WesZ 1 year, 3 months ago

B. The Success Plan gets updated for the first time during the Use stage of the Customer Lifecycle.

The Customer Lifecycle is comprised of several stages that a customer goes through when using a product or service. These stages typically include:

Awareness
Consideration
Purchase
Onboard
Use
Adopt
Renew

The Success Plan is typically developed during the Onboard stage of the Customer Lifecycle.

The Success Plan is then updated for the first time during the Use stage of the Customer Lifecycle. This is because the Use stage is when the customer begins to actively use the product or service, and may encounter new challenges or opportunities that require adjustments to the Success Plan.

upvoted 1 times

achrag 1 year, 6 months ago

Can anyone guide me as to where can I get access to the training pdf material for DTCSM?.Or can be kind enough to mail it to be on chirag.achilles@gmail.com. Thank you
upvoted 1 times

Tanas 1 year, 10 months ago

Selected Answer: C

According to the Foundations of Customer Success - eBook, in the Adopt phase a CSP is developed. So yes, the correct answer is C (do not con the implication a the Customer Support Manager, which starts in the Onboarding phase).

upvoted 2 times

PritamCSM 2 years, 3 months ago

very confusing, why the answer is Adopt. As per the BB Training, the explanation is in the onboarding stage first the Success plan will be created and then it will be updated in "Adoption" stage.

upvoted 4 times

AJGdOZ 2 years, 7 months ago

Correct Answer: Adopt
upvoted 2 times

Sudupulun 2 years, 7 months ago

Correction, D is correct. "Implement"
upvoted 1 times

GustavBP 2 years, 7 months ago

Selected Answer: A

A. According to the Blackbelt training: Onboarding activities include delivering a customer kickoff to validate the expected outcomes of that purchase and beginning to build the Success Plan.

upvoted 3 times



Sudupulun 2 years, 8 months ago

Guess is A. Not sure

upvoted 1 times

  **ericmachang** 2 years, 9 months ago



In DTCSM training material, best practices of Success Plan including : update frquently, "A. Onboard" will be better answer, right ?
upvoted 2 times

  **adeljack** 2 years, 10 months ago

it should be updated in the adopt phase
upvoted 2 times

  **Blackbelt** 2 years, 9 months ago

Yes but not for the first time
upvoted 2 times

  **PritamCSM** 2 years, 3 months ago

very confusing, why the answer is Adopt. As per the BB Training, the explanation is in the onboarding stage first the Success plan will be created and then it will be updated in "Adoption" stage.
upvoted 2 times

  **PFonseca** 2 years, 10 months ago

should be the first draft in onboard?
upvoted 2 times



What is the customer success objective of a Quarterly Success Review?

- A. Evaluate renewal contract.
- B. Introduce new products and services.
- C. Align work effort to outcomes
- D. Create a success plan

Correct Answer: C

Community vote distribution

C (100%)

- shaody

Highly Voted

2 years, 11 months ago

this helps us to align effort or exposure to the highest value to the customer. Keep in mind it's that value or that business outcome that we're always trying to align to. ==> C is correct

upvoted 9 times
- jerj

Most Recent

3 months, 2 weeks ago

C. Align work effort to outcomes

upvoted 1 times
- hunkyguy

6 months, 1 week ago

It should be C. QSR is directly related with checking business outcome and value with customers. Once the success plan is created then we don need to create it again on a QSR but just revise some contents if necessary.

upvoted 1 times
- Mike_Gale

1 year, 4 months ago

D is correct

upvoted 1 times
- MirasKlas

1 year, 10 months ago

Selected Answer: C

Same opinion

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: C

You already have a QSP designed prior to QSR.

upvoted 1 times
- Rolrik

2 years, 3 months ago

Selected Answer: C

should be C

upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: C

C "Align work effort to outcomes" is the best answer.

upvoted 2 times
- Sudupulun

2 years, 8 months ago

C Correct

upvoted 1 times
- Tangobob2006

2 years, 9 months ago

a success plan should have been created way before you every have a QSR, otherwise what are you discussing in the QSR? C is the correct ansv

upvoted 4 times

Which task drives advocacy with customer stakeholders?

- A. creating a stakeholder map
- B. creating a Customer Success Plan
- C. creating technical documentation
- D. creating a success story

Correct Answer: D

Community vote distribution

D (78%)

11%

11%

- jerj 3 months, 1 week ago

B. creating a Customer Success Plan

upvoted 1 times
- Mike_Gale 1 year, 4 months ago

B is correct

upvoted 1 times
- IsabelKo 1 year, 9 months ago

I would go with B.

D is tempting as success story can highlight the value of a product or service and demonstrate how it has helped a particular customer succeed this is not the primary task that drives advocacy

upvoted 1 times
- MirasKlas 1 year, 10 months ago

Selected Answer: D

Exactly D, other activities is no necessary to solve with stakeholders. When you are no aligned on what is success story you can not create CSP.

upvoted 1 times
- Rolrik 2 years, 2 months ago

Selected Answer: D

Creating a success story, is the more importe fir advocacy

upvoted 1 times
- AJGdOZ 2 years, 7 months ago

Correct Answer: Creating a Customer Success Plan. Key word is drive, this mean a journey. Success Story in one shot.

upvoted 2 times
- Sudupulun 2 years, 7 months ago

Correction, B is correct.

upvoted 1 times
- NayeraBee 2 years, 7 months ago

Selected Answer: D

Giving the customer a success story to tell will lead to advocacy.

upvoted 1 times
- GustavBP 2 years, 7 months ago

Selected Answer: B

B creating a Customer Success Plan is the best option. Executing the success plan would be even better ;-).

upvoted 1 times
- Sudupulun 2 years, 8 months ago

B Correct

upvoted 1 times
- Blackbelt 2 years, 9 months ago

Selected Answer: A

Speak with all stakeholders

upvoted 1 times
- ericmachang 2 years, 9 months ago

Selected Answer: D

how about create success story ?
upvoted 4 times

Question #22

Topic 1

What is a Quarterly Success Review?

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

Correct Answer: C

Community vote distribution

C (83%)

B (17%)

- jerj 3 months, 2 weeks ago

C. conversation that outlines the key initiatives that are agreed upon in the success plan
upvoted 1 times
- IronMan2323 1 year, 5 months ago

Answer is C as per the DTCSM section, watch the video and you will get the answer.
B is wrong because "NEW" success plan is not created, QSR will review the existing Success Plan.
upvoted 1 times
- ngodzung 2 years, 7 months ago

C is correct: "The QSR is usually a nontechnical discussion with customer executives that is based on the previously agreed upon key initiatives the Success Plan. "
upvoted 1 times
- GustavBP 2 years, 7 months ago

Selected Answer: C

C "Conversation..." is the best answer.
upvoted 2 times
- Sudupulun 2 years, 8 months ago

C Correct
B wrong. QSR is about progress of the business outcomes noted in success plan. Not about future.
D Wrong. QSR is a strategic analysis, not Technical.
upvoted 1 times
- MrBean1234 2 years, 8 months ago

Selected Answer: C

DTCSM (section 3.4): example: "Success plan initiative review milestone progress and KPI analysis"
B say "new", you do not do a _new_ Success plan, you use it as reference material for the QSR
upvoted 1 times
- Blackbelt 2 years, 9 months ago

Selected Answer: C

Must be B. Taks during the QSR: Communicate success plan progress and understand how to adjust.
upvoted 2 times
- ericmachang 2 years, 9 months ago

Selected Answer: B

It's "B" will be better ?
upvoted 1 times

What is the best reason for documenting your customer's success?

- A. To provide awareness of the value achieved by the customer's purchased solution
- B. To establish KPI's that measure the success of your company's business
- C. To document roles and responsibilities for your project management
- D. To provide expansion opportunities for your sales team

Correct Answer: A

Community vote distribution



- jerj** 3 months, 2 weeks ago

A. To provide awareness of the value achieved by the customer's purchased solution

upvoted 1 times
- hunkyguy** 6 months, 1 week ago

No doubt, A!!

upvoted 1 times
- AxiansPT** 1 year, 2 months ago

Selected Answer: A

Cannot be B, because if it's customer's success, then cannot be our company's business.

upvoted 1 times
- MirasKlas** 1 year, 10 months ago

Selected Answer: A

No discussion

upvoted 1 times
- Rolrik** 2 years, 2 months ago

Selected Answer: A

A - Value is the most important in CS

upvoted 1 times
- GustavBP** 2 years, 7 months ago

Selected Answer: A

A "...value..."

upvoted 2 times
- Sudupulun** 2 years, 8 months ago

Selected Answer: A

A Correct

upvoted 1 times
- ericmachang** 2 years, 9 months ago

Selected Answer: A

Why CSM focus on CMS's company rather than customer's company ?

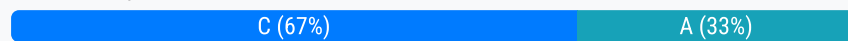
upvoted 3 times

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. capability gap
- B. financial gap
- C. consumption gap
- D. organizational gap

Correct Answer: C

Community vote distribution



▢ **MirasKlas** 1 year, 10 months ago

Selected Answer: C

Exact definition from Rolrik
upvoted 1 times

▢ **Rolrik** 2 years, 2 months ago

Selected Answer: C

C - Consumption Gap is the gap between what is possible and what is use.
A - Capability Gap is the gap between what you want and what you get
upvoted 3 times

▢ **Wolla** 2 years, 6 months ago

C

<https://www.customersuccessmanager.com/blogs/the-consumption-gap>
upvoted 1 times

▢ **AJGdOZ** 2 years, 7 months ago

Correct Answer: C
upvoted 1 times

▢ **GustavBP** 2 years, 7 months ago

Selected Answer: A

A Use == consumption
upvoted 1 times

▢ **Sudupulun** 2 years, 8 months ago

Selected Answer: A

A Correct
upvoted 1 times

Which method is directly associated with evaluating a customer outcome?

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

Correct Answer: B

Community vote distribution



- hunkyguy

6 months, 1 week ago

I don't get the reason why Benchmarks would be an option? What would be the definition of benchmarks in this question? I think Customer's k should be the right answer

upvoted 1 times
- Rolrik

2 years, 2 months ago

Selected Answer: B

B - KPI is the key to drive your Outcome, you aren't in competition in this case, you just want to know how much !

upvoted 1 times
- AJGdOZ

2 years, 7 months ago

Correct Answer: Benchmark. KPI is not a method is a metric

upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: B

B "KPI..." is correct.

upvoted 1 times
- Sudupulun

2 years, 8 months ago

Selected Answer: B

KPI Correct

upvoted 1 times
- TAZ209

3 years, 1 month ago

because the question is related to business outcome (So you are benchmarking your business against competitors).

upvoted 4 times
- Keeper_85

2 years, 8 months ago

"While a benchmark has a company comparing its processes, products and operations with other entities, a key performance indicator (KPI) measures how well an individual, business unit, project and company performs against their strategic goals." So since the question doesn't specifically say business outcome and says customer outcome I would agree with the answer being benchmark. If the question would have : business outcome then the answer would have been KPI.

upvoted 2 times
- shaody

2 years, 11 months ago

From training - One way that we can deliver value to this individual is by sharing industry best practices around the use of our solution set as well as benchmark data on how their organization is performing versus industry peers.

upvoted 3 times
- JackyLeeee

3 years, 2 months ago

why not KPIs?

upvoted 1 times

The customer wants to reduce their exposure to security events. Which business outcome is critical to the company's success?

- A. risk management
- B. market growth
- C. sustainability
- D. cost efficiency

Correct Answer: A

Community vote distribution



  **Mike_Gale** 1 year, 4 months ago

A is correct
upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

Selected Answer: A

A Correct
upvoted 1 times

The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

- A. risk management
- B. credibility
- C. business growth
- D. cost efficiency
- E. sustainability

Correct Answer: CE

Community vote distribution

BC (100%)

- jerj

3 months, 1 week ago

The answer correct is :
B. credibility
C. business growth
upvoted 1 times
- jerj

3 months, 2 weeks ago

The answer correct B&C
upvoted 1 times
- hunkyguy

6 months, 1 week ago

I also think that the answer would be B and C.
Sustainability is indeed a crucial concept, aiming to ensure that humanity can coexist harmoniously with our planet over an extended period
upvoted 1 times
- marao

1 year, 2 months ago

I'm not quite sure about the discussions here. If the answers are set to C and E, the answers are C and E. What you're discussing here is just confusing everyone else. So just stop!
upvoted 3 times
- AJGdOZ

2 years, 7 months ago

GustavBP I agree with you
upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: BC

BC Growth (C) is clear, credibility (B) is closest to reputation.
upvoted 1 times
- Sudupulun

2 years, 8 months ago

Selected Answer: BC

B & C Correct
upvoted 1 times
- Chriss1984

2 years, 8 months ago

It will sustainability as it important on the brand as if you increase the market share and you cannot sustain that share level then it will effect th brand creditability, if you look at this way.
upvoted 1 times
- UncleTurnip

2 years, 10 months ago

Is protecting brand not linked to credibility rather than sustainability?
upvoted 4 times
- Blackbelt

2 years, 9 months ago

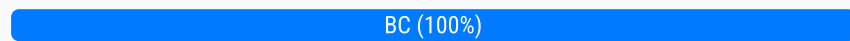
I Agree, Brand Protection has nothing to do with sustainability (Climate, Polution, less Energie, etc)
upvoted 3 times

The customer plans to relocate to a new building in the existing area to reduce cost. The company wants to retain talent through this transition. Which two business outcomes are critical to the company's success? (Choose two.)

- A. risk management
- B. employee satisfaction
- C. cost efficiency
- D. credibility
- E. sustainability

Correct Answer: *BC*

Community vote distribution



— **Sudupulun** 2 years, 8 months ago

Selected Answer: BC

B C Correct

upvoted 1 times

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

Correct Answer: *C*

— **Mike_Gale** 1 year, 4 months ago

C is correct

upvoted 1 times

— **Sudupulun** 2 years, 8 months ago

C Correct

upvoted 1 times

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

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

- 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.

Correct Answer: D

Community vote distribution

D (100%)

- jerodrig28

11 months, 3 weeks ago
- Selected Answer: D

Correct

upvoted 1 times
- Sudupulun

2 years, 8 months ago
- Selected Answer: D

D Correct

upvoted 1 times

Which definition of a use case is true?

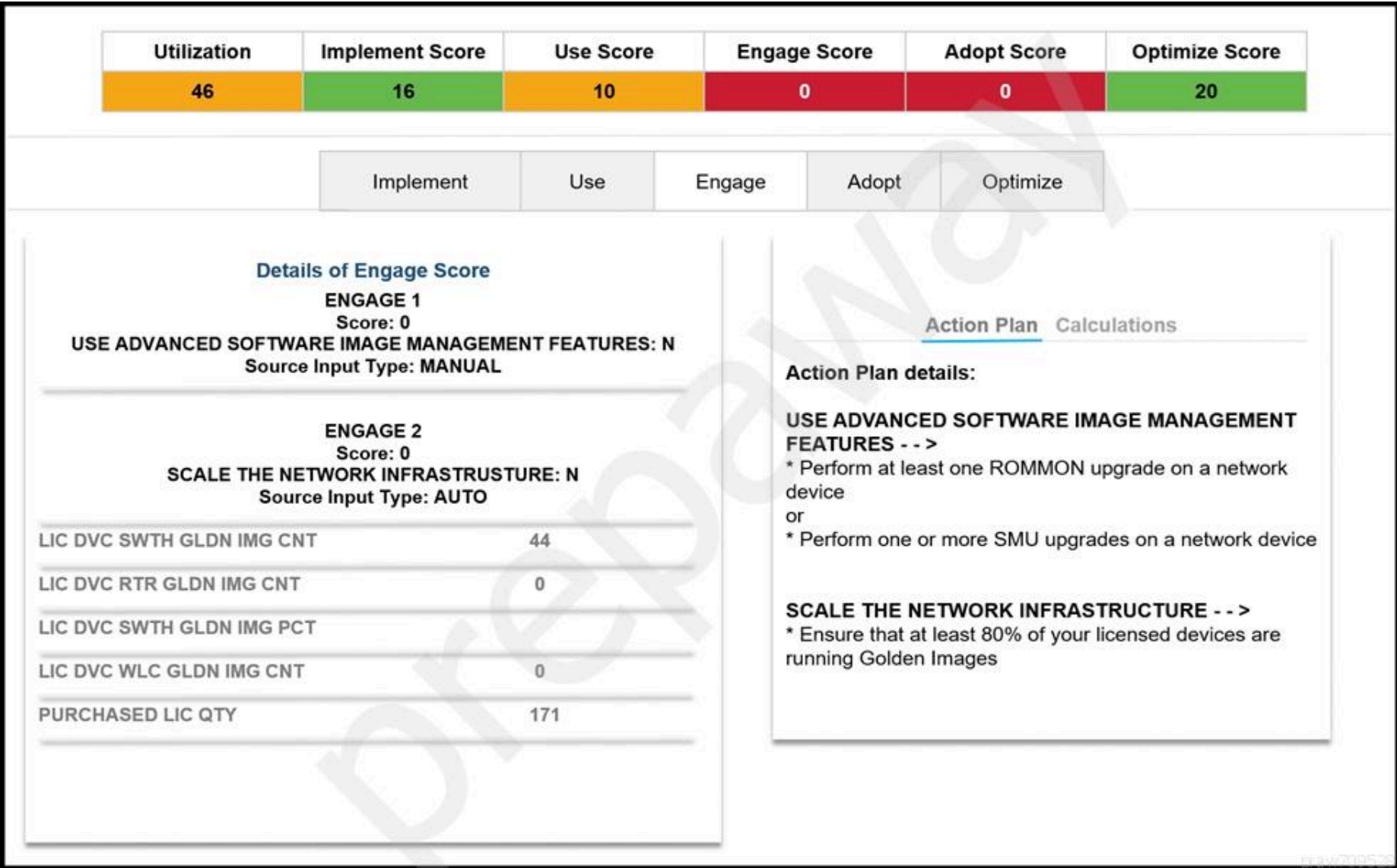
- A. comparison of the marketing description of what a product does to the customer's experience
- B. list of actions or event steps that a customer uses
- C. list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal
- D. list of instructions that customer uses for their software

Correct Answer: C

- Sudupulun

2 years, 8 months ago
- C Correct.

upvoted 1 times



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.

Correct Answer: B

Community vote distribution



AmitModi 1 year, 2 months ago

Selected Answer: A

Health scores are often used to assess the overall health and satisfaction of a customer using a product or service. Based on the provided score utilization score of 46 along with low scores in implement, use, engage, adopt, and optimize categories indicates that the customer might not be deriving significant value from the product or service. This lower overall health score implies potential dissatisfaction and, as a result, the customer might be unlikely to renew the license when it comes up for renewal.

upvoted 1 times

Mike_Gale 1 year, 4 months ago

B slightly over A

upvoted 1 times

TamKhat 2 years, 6 months ago

Why not C; customer needs to use more of this product.

upvoted 1 times

GustavBP 2 years, 7 months ago

I would slightly prefer B. The customer is using the solution, they are not aware of the advanced features, they do not have "trust and love". They will definitely not advocate the solution, maybe even renew.

upvoted 1 times

Sudupulun 2 years, 8 months ago

Health Index includes.. Utilization, Quality, CX Sentiment, FIN value
This seems out of scope or from old content.

My choice is A



Question #33

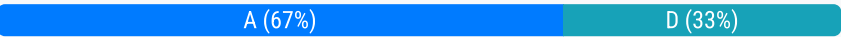
Topic 1

Which element evaluates a customer outcome?

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

Correct Answer: A

Community vote distribution



AmitModi 1 year, 2 months ago

Selected Answer: A

Key performance indicators (KPIs) are specific metrics used to evaluate the progress and success of achieving desired outcomes. KPIs are established during goal-setting and serve as quantifiable measures that indicate whether the desired outcomes are being met. They provide a clear and objective way to assess the success and effectiveness of actions taken to achieve customer goals.

upvoted 1 times

marao 1 year, 2 months ago

Selected Answer: D

There was the same question previously. The answer was "Benchmark."

upvoted 1 times

IronMan2323 1 year, 5 months ago

Since its a Customer Outcome - it is Benchmarks. Benchmarks is comparing outcomes with similar entities in the market. KPI's are used to measure business outcomes set with in the company.

upvoted 1 times

Sudupulun 2 years, 8 months ago

Selected Answer: A

A Correct

upvoted 1 times

Which action should be taken when new company leadership is forcing a competitor's solution?

- A. Recheck the value realized by the current solution.
- B. Demonstrate how the current solution is a lower-cost solution than competitors.
- C. Hold an executive briefing to evaluate risks of the proposed solution.
- D. Tell the new leadership about the long-standing relationship between two companies.

Correct Answer: A

Community vote distribution



jerj 3 months, 1 week ago
C. Hold an executive briefing to evaluate risks of the proposed solution.
upvoted 1 times

jerj 3 months, 2 weeks ago
C. Hold an executive briefing to evaluate risks of the proposed solution.
upvoted 1 times

AmitModi 1 year, 2 months ago
Selected Answer: A
When new leadership is considering switching to a competitor's solution, it's essential to reassess and demonstrate the value that the current solution has provided. This involves showcasing the benefits, positive outcomes, and return on investment (ROI) achieved with the current solution. By reiterating the value and success of the existing solution, you can potentially influence the decision and make a case for its continued use.
upvoted 1 times



GustavBP 2 years, 7 months ago
Selected Answer: A
A is the best answer.
upvoted 1 times

Sudupulun 2 years, 8 months ago
Selected Answer: C
Out of scope or old content
Anyway my choice is C
upvoted 1 times



Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago. The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. number of users registered, bandwidth utilization, number of training sessions user joined
- B. number of users registered, service logs, number of users
- C. number of users registered, number of meetings user initiated, number of meetings user joined
- D. network utilization, number of meetings user initiated, number of users

Correct Answer: *C*

  **emski** 2 years, 3 months ago

How about A? Wouldn't the training have correlation to utilisation, which can then be used to get executive sponsorship for training enforcement
upvoted 1 times

  **emski** 2 years, 3 months ago

Also bandwidth utilisation may potentially indicate the reason why utilisation is low and thus need to be addressed.
upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

C Correct
upvoted 2 times

What are two barriers of adoption in an organization? (Choose two.)

- A. new product sales motion
- B. lack of knowledge on solution
- C. organizational announcements
- D. implementation issues
- E. hiring practices

Correct Answer: *BD*

  **Mike_Gale** 1 year, 4 months ago

B & D are the correct answers
upvoted 2 times

  **Sudupulun** 2 years, 8 months ago

B D Correct
upvoted 2 times

Which statement describes an end user adoption barrier?

- A. There are insufficient licenses for additional staff from a newly acquired company to use the solution.
- B. The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.
- C. The budget is insufficient to implement the solution for a new branch of the business.
- D. Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.

Correct Answer: *D*

Reference:

<https://useriq.com/user-adoption-barriers/>

  **Sudupulun** 2 years, 8 months ago

D Correct

upvoted 2 times

Customer A has 120.000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings, self-serve approach to achieve business innovation through face-to-face communications. Which two main barriers to adoption does the customer face? (Choose two.)

- A. technical barrier
- B. cultural barrier
- C. process barrier
- D. product barrier
- E. cost barrier

Correct Answer: AB

Community vote distribution



SaravananV Highly Voted 3 years, 1 month ago

Should this be B and C ? The customer has already invested in the video conferencing solution, so cost is not a barrier any more. They invested the video conferencing solution for the said goal, so I think we cannot assume product barrier or techncial barrier (it is not explicitly mentioned that the new solution meets the goal, but it is not mentioned that it doesnt either). Most likely the barrier for adoption will be the people (cultt to accept the new solution and systems update (process) to use the new solution.
I think they question is asking about adoption barriers for the new solution, not the barriers achieve the business goal.
upvoted 5 times

AmitModi Most Recent 1 year, 2 months ago

Selected Answer: BD

B. Cultural barrier: Since they have been using a personalized service for 20 years, shifting to a self-serve approach might face resistance due to cultural habits and mindset associated with the old way of doing things. Employees might be used to the personalized service and find it challenging to adapt to a self-serve approach.

D. Product barrier: Despite investing in a video conferencing solution, there might still be challenges related to the new product. It's not just ab having the solution in place but also ensuring that it meets the specific needs and expectations of the employees, aligning with their desired outcome of cost-savings and business innovation.

The other options (A, C, and E) may also be relevant to some extent, but in the given scenario, the cultural and product barriers seem to be the more prominent challenges Customer A is likely to face.
upvoted 1 times

emski 2 years, 3 months ago

Selected Answer: BC

I agree with GustavBP's comment
upvoted 1 times

AJGdOZ 2 years, 7 months ago

There is 4 types of barrier, Techical, Operational, Business, Culture. Sources used to identify customer barriers: Tools (telemetry, consumption data)/Process/People .
My answer will be A and B. Because meeting booking system could have lack integration with the new Video system, that means technical issue
upvoted 2 times

Sudupulun 2 years, 8 months ago

Selected Answer: AB



A & B
There are 4 types of barriers
Technical
Operational
Business
corporate Culture
upvoted 3 times



GustavBP 2 years, 7 months ago



OK, but a technical barrier is when something does not work as expected. This is not mentioned here. So I would go for Cultural and Proces (no process motivating or forcing to use the new solution).
upvoted 2 times



Sudupulun 2 years, 7 months ago



Agree. B & C
upvoted 1 times



  **adeljack** 2 years, 10 months ago
the answer should be A&B cultural and technical
upvoted 2 times



  **RaeRae16** 2 years, 11 months ago
From DTCSM training, Addressing Barriers "Technical is anything to do with how well the product works or technical failures to properly address use case." Don't think it's a problem with the product but the people. "Don't know how to use it & don't wanna." I'm thinking B&C.
upvoted 2 times



  **SaravananV** 3 years, 1 month ago
Should this be B and C ? The customer has already invested in the video conferencing solution, so cost is not a barrier any more. They have video conferencing solution for the said goal, so I think we cannot assume product barrier or technical barrier (it is not explicitly mentioned anywhere). Most likely the barrier for adoption will be the people (cultural) to accept the new solution and systems update (process) to use the new solution.
upvoted 4 times

  **TAZ209** 3 years, 1 month ago
I agree on A&B
upvoted 4 times

  **SamehCSE** 3 years, 3 months ago
Agree on A and B
upvoted 3 times

  **Raajaa** 3 years, 4 months ago
Agree - A and B
upvoted 3 times

  **myskypeid1313** 3 years, 5 months ago
Apologies - A and B! (Technical and Cultural)
upvoted 4 times

  **myskypeid1313** 3 years, 5 months ago
I would say B and D - The software is old (technical) and people are used to it (cultural).
upvoted 2 times



Question #39

Topic 1

Which sources should be used to uncover customer barriers?

- A. data, health score, intuition
- B. conservation, data, health score
- C. observation, conversation, data
- D. intuition, observation, data

Correct Answer: C

  **Sudupulun** 2 years, 8 months ago
C Correct
It's called OCD

Observation - High touch
Conversation -High Touch
Data - Descriptive, Predictive, Prescriptive Analytics - Low Touch/Tech Touch
upvoted 2 times

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Customer Success Specialist
- B. Technical Engineer
- C. Sales Engineer
- D. Solutions Product Manager

Correct Answer: B

Community vote distribution

B (55%)

A (45%)

- Dzoniboj

Highly Voted

2 years, 11 months ago

Customer Success Specialist?

upvoted 6 times
- jerj

Most Recent

3 months, 2 weeks ago

A. Customer Success Specialist

upvoted 1 times
- AmitModi

1 year, 2 months ago

Selected Answer: B

When a technical solution adoption barrier is encountered by a customer, a Technical Engineer is the expert who can provide the necessary technical assistance, troubleshoot issues, and help overcome any technical challenges. Customer Success Managers collaborate with Technical Engineers to ensure that customers can successfully adopt and use the solution, addressing any technical hurdles that may arise. The other role mentioned (A, C, and D) might also be involved in various stages, but a Technical Engineer is most directly associated with addressing technical adoption barriers.

upvoted 1 times
- WesZ

1 year, 3 months ago

B)

Technical Engineers are responsible for providing technical expertise and support to customers, and they are typically the primary point of contact for addressing technical issues or barriers to adoption.

While a Customer Success Specialist (option A), Sales Engineer (option C), and Solutions Product Manager (option D) may also be involved in the customer success process, they are not the primary point of contact for addressing technical issues or barriers to adoption. The Customer Success Specialist is focused on managing the overall relationship with the customer, while the Sales Engineer is focused on selling the product or service and the Solutions Product Manager is focused on product development.

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: A

Foundations of Customer Success - eBook: Customer Success Specialists (CSSs)

Will be responsible for removing technical adoption barriers identified by the CSM.

upvoted 1 times
- emski

2 years, 3 months ago

Selected Answer: B

From DTCSM: At the technical level, you are dealing with solution capabilities. You engage tech support and services with the customer solution manager and IT resources to resolve these issues.

upvoted 2 times
- AJGdOZ

2 years, 7 months ago

I would say CSS

upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: A

A - CSS. According to the Cisco Blackbelt training: CSS is a highly focused role with deep insight into the products the customer has purchased. CSS shares insights with the customer while leveraging available data to help ensure that the customer can overcome any barriers they may have encountered.

upvoted 2 times
- NayeraBee

2 years, 7 months ago

Selected Answer: A

A customer success specialist develops and maintains long-term business relationships by serving as an internal advocate and client liaison. Typically a “people person,” by nature, they have a hybrid of soft and hard skills required to master technology and manage customer relations. These professionals are driven to uncover the root cause of a problem, quickly analyze potential solutions, and make clear and informed recommendations. The best customer success specialists demonstrate superb communication, organization, and time management skills, and are able to effectively handle a number of diverse and complex problems at the same time.

upvoted 1 times

  **Sudupulun** 2 years, 8 months ago

Selected Answer: B

That person should be from customer side. He has to be a technical person too. So the answer is B.

upvoted 1 times

  **GustavBP** 2 years, 7 months ago

I do not think that the person should be from the customer side.

upvoted 2 times

  **Tangobob2006** 2 years, 9 months ago

B is the correct answer. The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

upvoted 1 times

  **Blackbelt** 2 years, 9 months ago

You are right: At the technical level, you are dealing with solution capabilities. You engage tech support and services with the customer solution manager and IT resources to resolve these issues Source: dtcsm course

upvoted 1 times

  **GustavBP** 2 years, 7 months ago

OK, but the question is Who does a Customer Success Manager work with ... I think this is primarily CSS. CSS is a technical role. If the problem is tough, CSS may involve engineers.

upvoted 1 times

  **Blackbelt** 2 years, 9 months ago

Selected Answer: A

Sorry, I mean A, the Customer Success Specialist (CSS). The CCS role is a highly critical, strategic advisor and technical specialist that engages with customers to accelerate their adoption of Cisco products & solutions that transform their business and drive business outcomes. Objective here is to accelerate adoption of the solution.

upvoted 1 times

  **Blackbelt** 2 years, 9 months ago

Selected Answer: B



The Customer Success Specialist (CSS) role is a highly critical, strategic advisor and technical specialist that engages with customers to accelerate their adoption of Cisco products & solutions that transform their business and drive business outcomes.

upvoted 2 times

  **adeljack** 2 years, 10 months ago



Sorry I mean B technical engineer

upvoted 1 times

  **adeljack** 2 years, 10 months ago



A is correct answer

upvoted 2 times

  **shaody** 2 years, 11 months ago

How about D? From DTCSM describes "CSMs can identify where customers are getting stuck and how product managers can improve the product to adapt to the needs of their customers."

upvoted 3 times

  **fthdexg** 2 years, 11 months ago

I agree I think it's A

upvoted 3 times

A customer purchased 500 licenses for its cloud-based collaboration solution. During a customer meeting, they complain to the Customer Success Manager that they cannot verify who and how the licenses are being used. Which two types of adoption barriers are occurring? (Choose two.)

- A. process
- B. people
- C. tools
- D. platform
- E. application

Correct Answer: AC

Community vote distribution



shaody Highly Voted 2 years, 11 months ago

I think A & B are correct. That is an operational barrier from People/Process Problems.
upvoted 9 times

jerj Most Recent 3 months, 1 week ago

A. process
C. tools
upvoted 1 times

AmitModi 1 year, 2 months ago

Selected Answer: BC

B. People: The complaint about not being able to verify who and how the licenses are being used indicates a people-related adoption barrier. There might be resistance or challenges among the users in understanding or utilizing the solution effectively.

C. Tools: The inability to verify license usage points to a potential tools-related adoption barrier. The tools or processes required to monitor and manage license usage might not be adequate or clear.

The other options (A, D, and E) do not directly align with the issue described in the scenario.
upvoted 1 times

IsabelKo 1 year, 9 months ago

I would go A & B
upvoted 2 times

emski 2 years, 3 months ago

Selected Answer: AB

I think the barrier is operational. From DTCSM, here is recommended approach for overcoming Operational Barrier Operational:
Actions: Address knowledge gaps with the solution manager and end-user training
Customer stakeholder: Solution Operator/Sponsor: People/Process Problem
upvoted 3 times

NayeraBee 2 years, 7 months ago

Selected Answer: AE

I think it's A & E
Process (that's who will use the license)
Application (How to use the license)

Let me know what you think
upvoted 1 times

GustavBP 2 years, 7 months ago

Selected Answer: AC

I think we need the right tools and processes to verify who uses the licenses and how the licenses are being used. I do not think that people have anything to do with this.
upvoted 4 times

Sudupulun 2 years, 8 months ago

My choices are A B
upvoted 2 times

  **adeljack** 2 years, 10 months ago

they cannot verify who and how the licenses are being used. the answer is correct it is application and platform issues
upvoted 2 times

Question #42

Topic 1



Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide break-fix support for technical problems experienced or observed by the customer.
- B. Provide a detailed cost structure for the management team.
- C. Provide training content to address current and existing barriers.
- D. Provide direct and in-depth technical expertise upon customer request.

Correct Answer: C

Community vote distribution

C (100%)

  **hunkyguy** 6 months, 1 week ago

No doubt, C!!!~~~
upvoted 1 times

  **AmitModi** 1 year, 2 months ago

Selected Answer: C

As customers transition from the Implement stage to the Use stage, they may encounter barriers related to understanding, adoption, and usage of the product or solution. Providing training content that addresses these barriers can help users overcome challenges and make effective use of the solution. This proactive approach ensures that customers have the resources and knowledge they need to navigate any difficulties they may encounter during the Use stage.

Option D (Provide direct and in-depth technical expertise upon customer request) might be relevant, but providing training content (option C) is a more proactive and effective approach for addressing barriers during the transition between stages.

upvoted 2 times

  **AxiansPT** 1 year, 2 months ago

Selected Answer: C

CSM is not focused on technical aspects.
upvoted 1 times

  **AJGdOZ** 2 years, 7 months ago

I would say C!
upvoted 2 times

  **GustavBP** 2 years, 7 months ago

Selected Answer: C

I would go for C, training.
upvoted 2 times

  **MrBean1234** 2 years, 8 months ago

I would say "C", training, CSM is not a technical role and "should not get bogged down in the weeds"
upvoted 2 times

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

Correct Answer: C

Community vote distribution



shaody Highly Voted 2 years, 11 months ago

I think C is correct. The barrier is from upper management. it should be a business barrier.
upvoted 8 times

AmitModi Most Recent 1 year, 2 months ago

Selected Answer: C

Despite the positive progress and improvements in the use of the solution, upper management's questioning of the renewal indicates a potent business barrier. The Customer Success Manager needs to address the concerns and demonstrate how the progress made by the Network Security Staff translates into tangible business value. This involves showcasing the cost savings, efficiency gains, and overall positive impact on business outcomes resulting from the improved use of the solution.
upvoted 1 times

AxiansPT 1 year, 2 months ago

Selected Answer: C

Upper management means Business, not Operational.
upvoted 1 times

Tanas 1 year, 10 months ago

Selected Answer: C

Upper Management implies business
upvoted 3 times

Rolrik 2 years, 2 months ago

Selected Answer: C

Upper Management = Business
upvoted 2 times

AJGdOZ 2 years, 7 months ago

The Operational Barrier is moved on. So Business Barrier could be an option. I vote C
upvoted 2 times

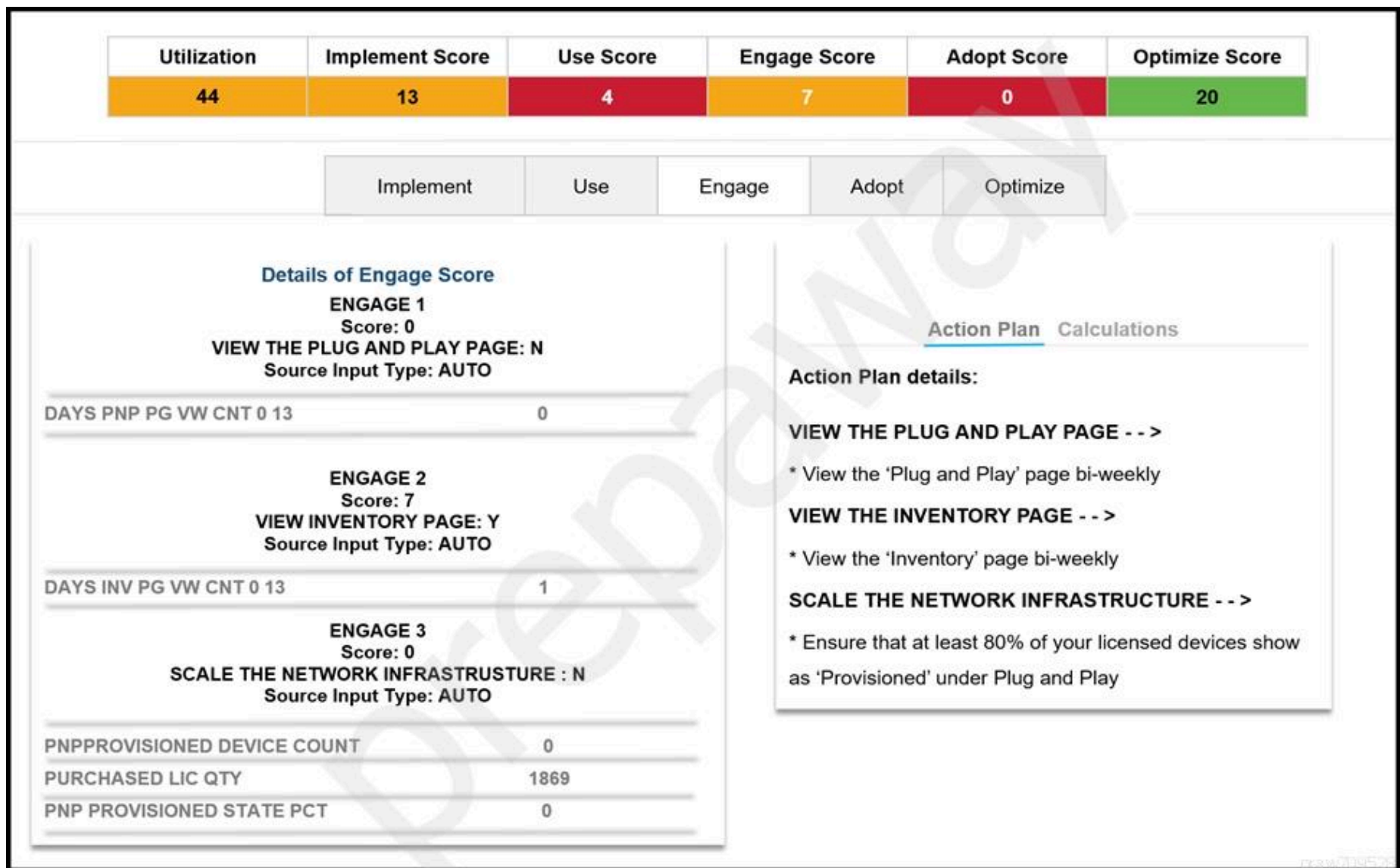
GustavBP 2 years, 7 months ago

Selected Answer: C

There are no problems in operations, only upper management has some problems. Looks like we should motivate them somehow ;-). Business barrier.
upvoted 2 times

Tangobob2006 2 years, 9 months ago

Agreed. Hard to see how this could be an operational barrier when the whole question talks about how well the product is working and being used. Upper management are questioning this which makes it a business barrier
upvoted 3 times


ENGAGE 3
Score: 0
SCALE THE NETWORK INFRASTRUCTURE : N
Source Input Type: AUTO

Action Plan

Calculations

Action Plan details:

VIEW THE PLUG AND PLAY PAGE - - >
* View the 'Plug and Play' page bi-weekly

VIEW THE INVENTORY PAGE - - >
* View the 'Inventory' page bi-weekly

SCALE THE NETWORK INFRASTRUCTURE - - >
* Ensure that at least 80% of your licensed devices show as 'Provisioned' under Plug and Play

Refer to the exhibit. Which action must be taken by Customer Success Manager?

- A. Recommend expansion opportunities.
- B. Review the financial index.
- C. Develop a customer testimonial.
- D. Identify the adoption barriers.

Correct Answer: D

 **Mike_Gale** 1 year, 4 months ago

The correct answer is D
upvoted 1 times

 **cac007** 2 years, 7 months ago

D is correct
upvoted 1 times

What are two barriers to adoption within an organization? (Choose two.)

- A. solution implemented by partner
- B. agile development model
- C. inadequate knowledge and skills
- D. centralized IT organization
- E. organizational silos

Correct Answer: *CE*

  **cac007** 2 years, 7 months ago

C E Correct

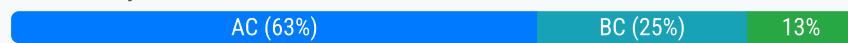
upvoted 2 times

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

Correct Answer: AC

Community vote distribution



[-] **jerj** 3 months, 1 week ago

The answer correct is A&C

A. business misalignment Most Voted
C. lack of communication
upvoted 1 times

[-] **jerj** 3 months, 2 weeks ago

The answer correct is A&C
upvoted 1 times

[-] **AmitModi** 1 year, 2 months ago

Selected Answer: CE

C. Lack of communication: The fact that end-users were not consulted before purchasing new licenses suggests a lack of communication. The adoption of the new solution might face resistance or lack of enthusiasm due to the absence of involvement in the decision-making process.

E. Limited telemetry: The discrepancy between the high usage of the old system and the low usage of the new software despite the active licenses could indicate a limited understanding of user behaviors and needs. This might be due to inadequate telemetry or data collection about how the new solution is being used.

The other options (A, B, and D) are not directly implicated in the scenario as the primary causes of the low adoption of the new solution.
upvoted 1 times

[-] **marao** 1 year, 2 months ago

Telemetry is a correct answer whatever the reason is. So we should just memorize so.
upvoted 1 times

[-] **Tanas** 1 year, 10 months ago

Selected Answer: AC

For sure the telemetry has nothing to do with the adoption.
upvoted 2 times

[-] **cac007** 2 years, 7 months ago

A C correct
upvoted 2 times

[-] **AJGdOZ** 2 years, 7 months ago

My answer will be Lack of Communication and lack of common features. End-User were not consulted, so they don't give feedback and give input about how they use the old solution.
upvoted 2 times

[-] **GustavBP** 2 years, 7 months ago

Selected Answer: AC

C (lack of communication) is clear (The end-users were not consulted).
xE We do not have a problem with telemetry (we know what is used).
xD We do not expect common features with the 10 years old solution.
xB Only 75 licenses were used but it does not mean they were not purchased - they may not be activated or used.
A Business misalignment is the only available option. It looks ok, we may have targeted the wrong user group or so...
upvoted 3 times

  **Blackbelt** 2 years, 9 months ago

Selected Answer: BC

Although its too a late but I suggest the purchase policy process was a barrier. The do have no Telemetry issue, as they know the ammount of c and new users

upvoted 2 times

Question #47

Topic 1

During the delivery of a security solution, adoption barriers were identified. Those barriers were addressed, and the customer's business goals are now fulfilled.

The customer is pleased with their solution and shares this experience in blogs and social media. In which stage is the customer?

- A. Adoption
- B. Optimize
- C. Expand
- D. Advocate

Correct Answer: D

  **cac007** 2 years, 7 months ago

D is correct

upvoted 1 times

What are two examples of leveraging data to identify a customer barrier? (Choose two.)

- A. evaluating feedback from the customer operations team
- B. providing training recommendations
- C. reviewing installed base details
- D. consulting the health index
- E. noting change in customer executive team

Correct Answer: AD

Community vote distribution



  **jerj** 3 months, 2 weeks ago

The answer correct is:

C. reviewing installed base details

D. consulting the health index

upvoted 1 times

  **AmitModi** 1 year, 2 months ago

Selected Answer: AC



You're correct. The two examples of leveraging data to identify a customer barrier are:

A. Evaluating feedback from the customer operations team: Gathering feedback from the customer operations team can provide insights into challenges or barriers they are facing while using the solution. Analyzing this feedback can help identify specific areas where adoption barriers might exist.

C. Reviewing installed base details: Examining the details of the solution's installed base, such as usage metrics, patterns, and trends, can uncover potential barriers to adoption. This data can reveal if certain features are underutilized or if there are usage patterns that indicate challenges.

The other options (B, D, and E) might involve data but are not as directly focused on identifying barriers to adoption in the context of this scenario.

upvoted 1 times



  **WesZ** 1 year, 3 months ago

Selected Answer: AC

Evaluating feedback from the customer operations team,can provide valuable insights into the customer's experience and any issues or challenges they may be facing. This feedback can be used to identify specific barriers or pain points that are impacting the customer's adoption or usage of the product or service.

Reviewing installed base details,can also provide valuable data on the customer's usage patterns, such as which features or capabilities are being used most frequently, which users are most active, or which departments or teams are using the product or service. This data can be used to identify any gaps or areas for improvement, as well as to develop targeted training or support resources to help users overcome specific barriers to adoption.

upvoted 1 times



  **WesZ** 1 year, 3 months ago

A&C

Evaluating feedback from the customer operations team,can provide valuable insights into the customer's experience and any issues or challenges they may be facing. This feedback can be used to identify specific barriers or pain points that are impacting the customer's adoption or usage of the product or service.

Reviewing installed base details,can also provide valuable data on the customer's usage patterns, such as which features or capabilities are being used most frequently, which users are most active, or which departments or teams are using the product or service. This data can be used to identify any gaps or areas for improvement, as well as to develop targeted training or support resources to help users overcome specific barriers to adoption.

upvoted 1 times

  **Tanas** 1 year, 10 months ago

Selected Answer: AD

A&D Correct!

upvoted 1 times

  **NayeraBee** 2 years, 7 months ago

Selected Answer: CD

Feedback doesn't always translate into actual measurable data. A customer's feedback might be "I don't like your product!"...not much data there. While installed base reflects how much of the purchased product is actually being used, reflecting utilization of it.

upvoted 2 times

Which type of analytics has telemetry that shows the customer's use of the software and defines what has happened to date?

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

Correct Answer: A

Community vote distribution

A (75%)

B (25%)

- SamehCSE

Highly Voted

3 years, 3 months ago

I think it is A as per Cisco official material for the CSM exam below :

The three analytics models provide different answers as to strategy and helps CSMs realize what has happened, anticipate what might happen, then provide direction on what the CSM should do.

Descriptive analytics: What happened and why?

Predictive analytics: What might happen?

Prescriptive analytics: What should I do?

upvoted 17 times
- jerj

Most Recent

3 months, 2 weeks ago

A. descriptive

upvoted 1 times
- hunkyguy

6 months, 1 week ago

The answer should be A.

upvoted 1 times
- AmitModi

1 year, 2 months ago

Selected Answer: B

Diagnostic analytics involves analyzing historical data and telemetry to understand why certain events have occurred. In this context, diagnostic analytics would help identify the reasons behind specific usage patterns or outcomes related to the customer's use of the software. It helps pro insights into past events and behaviors, aiding in understanding the factors influencing the current situation.

upvoted 1 times
- marao

1 year, 2 months ago

Diagnostic is NOT included in the text. I am starting to wonder if the Answer is truly correct. I wonder who created those answers here.

upvoted 2 times
- WesZ

1 year, 3 months ago

Selected Answer: A

A)Descriptive analytics is the branch of analytics that focuses on understanding what has happened in the past, based on historical data. It invo analyzing data to gain insights into patterns, trends, and relationships, and is often used to summarize and visualize large amounts of data in a that is easy to understand.

diagnostic analytics (option B) is focused on understanding why something has happened

upvoted 1 times
- Tanas

1 year, 10 months ago

Selected Answer: A

A. Descriptive.

upvoted 1 times
- AJGdOZ

2 years, 7 months ago

Diagnostic, A look at past performance to determine what happened and why. The result of the analysis is often an analytic dashboard

Descriptive, What is happening now based on incoming data. To mine the analytics, you typically use a real-time dashboard and/or email repor

. Diagnostic using key word happened to date

upvoted 1 times
- GustavBP

2 years, 7 months ago

Selected Answer: A



Descriptive analytics explains what happened and why.

upvoted 1 times

  **Peppppe** 2 years, 8 months ago

Correct is A.

upvoted 1 times

  **Hope4** 2 years, 10 months ago

I think it is A also. According to Cisco there are three analytics. Descriptive answers the question of what happened and why?

upvoted 3 times

  **TAZ209** 3 years, 1 month ago

I agree .. The answer is A

upvoted 3 times

Question #50

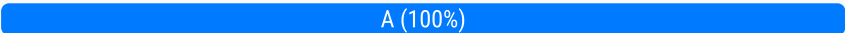
Topic 1

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

Correct Answer: A

Community vote distribution



  **ngodzung** 2 years, 7 months ago

Selected Answer: A

A is correct

upvoted 1 times



Question #51

Topic 1

How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.
- B. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.
- C. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.
- D. OpEx has depreciation, while there is no deprecation with CapEx.

Correct Answer: C

  **cac007** 2 years, 7 months ago

C is correct

upvoted 1 times

Which outcome is the best that a Customer Success Manager can achieve for a customer?

- A. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer's business
- B. full adoption of all the technologies the customer purchased
- C. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased
- D. ensuring the customers deployment teams and end users are trained and ready to adopt the technology

Correct Answer: C

Community vote distribution



jerj 3 months, 2 weeks ago

A. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer's business
upvoted 1 times

AmitModi 1 year, 2 months ago

Selected Answer: C

This outcome focuses on helping the customer quickly realize the benefits and value of the solution they have purchased. By identifying and addressing adoption barriers, the Customer Success Manager ensures that the customer can effectively and efficiently use the solution to achieve their goals. Achieving the fastest time to value is a key goal in customer success, as it demonstrates the positive impact of the solution on the customer's business.
upvoted 1 times

AmitModi 1 year, 2 months ago

Selected Answer: C

This outcome focuses on helping the customer quickly realize the benefits and value of the solution they have purchased. By identifying and addressing adoption barriers, the Customer Success Manager ensures that the customer can effectively and efficiently use the solution to achieve their goals. Achieving the fastest time to value is a key goal in customer success, as it demonstrates the positive impact of the solution on the customer's business.
upvoted 1 times

WesZ 1 year, 3 months ago

Selected Answer: A

A)While all of the options listed are important outcomes for a Customer Success Manager to achieve, the ultimate goal is to help the customer achieve their desired business outcomes and drive value from the solution they have purchased. This often involves ensuring that the customer fully adopted all of the licenses and features they have purchased, and is using the technology effectively to drive business results. The ultimate goal is to ensure that the customer is achieving their desired business outcomes and driving value from the solution.
upvoted 1 times

Mike_Gale 1 year, 4 months ago

C is the correct answer
upvoted 1 times

AJGdOZ 2 years, 7 months ago

I would say C.
upvoted 1 times

GustavBP 2 years, 7 months ago

C - Time to value. Adoption is not the ultimate target, it is the fifth milestone and there are four more (optimize, renew, recommend, advocate).
upvoted 2 times

Tangobob2006 2 years, 9 months ago

The training materials mention more than once that CSMs should help the customer achieve the quickest possible time to value so C is correct
upvoted 2 times

SaravananV 3 years, 1 month ago

Shouldnt it be A ? B seems to come close. But how can the CSM be responsible for removing the barriers ? CSM can be responsible for identify the barriers and come up with a plan to remove those, out which there will actions for different stakeholders who then become responsible.
upvoted 1 times

Blackbelt 2 years, 9 months ago

I think the the fastest time to value is a key objective of the CSM
upvoted 2 times

Which expense is an operating expense (OPEX)?

- A. payroll
- B. computer equipment
- C. software
- D. office improvements

Correct Answer: A

Community vote distribution



jerj 3 months, 2 weeks ago
A. payroll
upvoted 1 times

AmitModi 1 year, 2 months ago

Selected Answer: A

Operating expenses (OpEx) are ongoing costs incurred in the day-to-day operation of a business. Payroll, which includes employee salaries and benefits, is a significant component of operating expenses.

Options B (computer equipment), C (software), and D (office improvements) are more commonly associated with capital expenses (CapEx) because they involve investments in assets that have long-term value and are expected to benefit the business beyond the current period.

upvoted 1 times

AxiansPT 1 year, 2 months ago

Selected Answer: A

Software is an asset, so it is CAPEX.
upvoted 1 times

marao 1 year, 2 months ago

I wonder who officially put Software as a correct answer... Payroll is a true correct answer.
upvoted 1 times

WesZ 1 year, 3 months ago

Selected Answer: A

The operating expense (OPEX) is A. payroll.
Computer equipment and software are typically considered capital expenses (CAPEX)
upvoted 1 times

GustavBP 2 years, 7 months ago

Selected Answer: A

A - payroll. Licenses are CAPEX, software maintenance is OPEX. Some licenses may be perpetual.
upvoted 1 times

ka5par 3 years ago

payroll
upvoted 3 times

SamehCSE 3 years, 3 months ago

payroll is the correct answer !!
upvoted 2 times

NrG7 3 years, 5 months ago

Surely its pay
upvoted 1 times

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal?
(Choose two.)

- A. customer annual report and quarterly business reviews
- B. sales account plan
- C. detailed contract inventory
- D. questions to validate the interpreted analytical data
- E. support tickets reports and diagnostic information

Correct Answer: DE

Community vote distribution

DE (100%)

- jerj** 3 months, 2 weeks ago

D. questions to validate the interpreted analytical data
E. support tickets reports and diagnostic information

upvoted 1 times
- AmitModi** 1 year, 2 months ago

Selected Answer: DE

D. Questions to validate the interpreted analytical data: It's important to have a clear understanding of the data and insights provided by analytical reports. Preparing relevant questions to validate and interpret the data ensures accurate analysis and discussion during the meeting.

E. Support tickets reports and diagnostic information: Having insight into support tickets and diagnostic information helps identify any technical challenges or issues that the customer might have faced during their adoption journey. This information can guide the discussion and provide context for addressing any concerns the customer might have.

The other options (A, B, and C) might provide valuable context or information but may not be directly related to discussing the adoption journey and renewal in this scenario.

upvoted 2 times
- WesZ** 1 year, 3 months ago

Selected Answer: DE

Validating the interpreted analytical data (option D) is important to ensure that the data accurately reflects the customer's usage patterns and to identify any potential discrepancies or issues with the data.

Reviewing support tickets reports and diagnostic information (option E) can also provide valuable insights into the customer's experience and any issues or challenges they may be facing.

while reviewing the detailed contract inventory (option C) may be important for understanding the specifics of the customer's contract and obligations, it may not necessarily provide insights into the customer's adoption journey or usage patterns.

upvoted 1 times
- Mike_Gale** 1 year, 4 months ago

C&D are correct

upvoted 1 times
- Lightning2021** 3 years, 1 month ago

I think C & D is right!

upvoted 4 times
- titobalma** 3 years, 1 month ago

A and D?

upvoted 4 times