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QUESTION 1

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

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

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

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

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

Correct Answer: A

QUESTION 2

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

A. noting change in customer executive team

B. consulting the health index

C. providing training recommendations

D. reviewing installed base details

E. evaluating feedback from the customer operations team

Correct Answer: DE

QUESTION 3

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

QUESTION 4

What is a consideration in evaluating readiness for adoption?

A. Identify features or functions that are not deployed or underutilized.

B. Identify potential accelerators that could optimize performance.

C. Review customer acceptance test plan.

D. Validate that all required items have been purchased.

Correct Answer: C

QUESTION 5

What is a purpose of a customer stakeholder map?

A. to create a communication plan

B. to build a product roadmap

C. to establish a training plan

D. to identify the critical elements of customer culture

Correct Answer: A

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