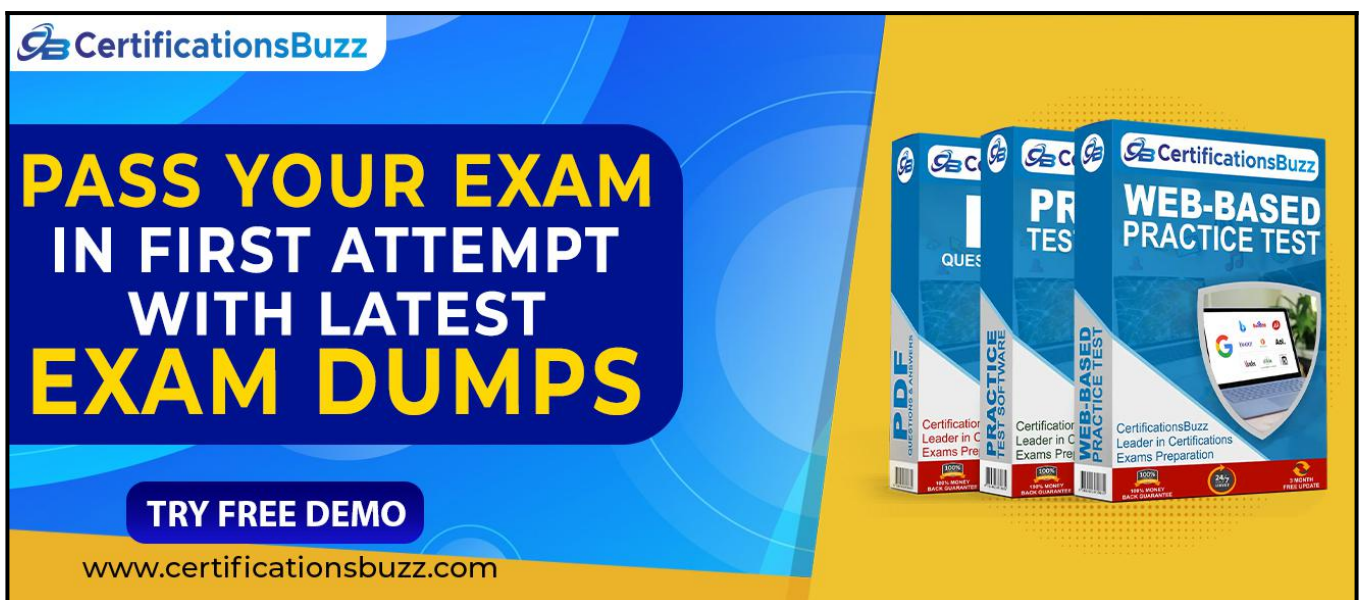


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Question No. 1

Which expense is an operating expense (OPEX)?

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

Answer: C

Question No. 2

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

Answer: C, E

Question No. 3

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. expansion of solution features
- B. renewal of solution subscription
- C. purchase of a new solution
- D. deployment of solution
- E. expansion of solution services

Answer: A, D

Question No. 4

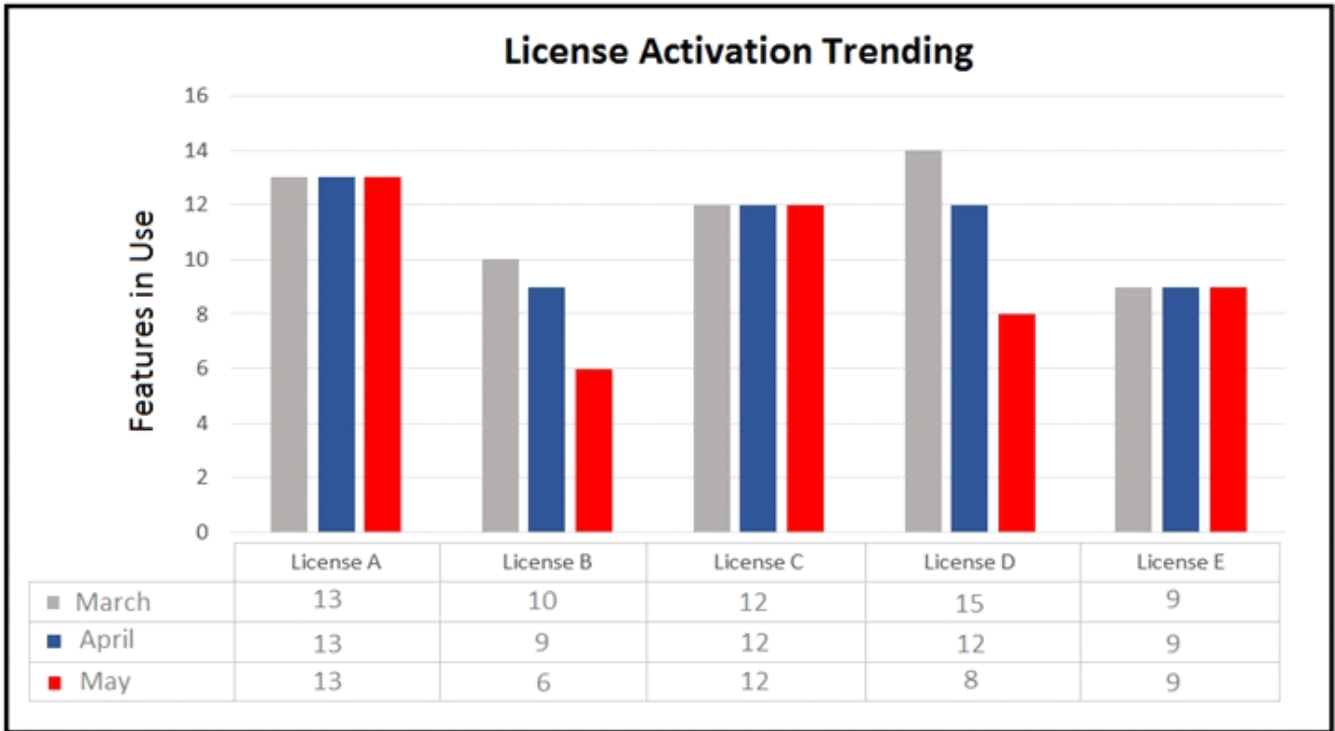
Which method is directly associated with evaluating a customer outcome?

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

Answer: D

Question No. 5

Refer to the exhibit.



Which initial action does a Customer Success Manager take?

- **A.** Run analysis on all the license types used by the customer on all platforms
- **B.** Share the report with the customer point of contact for license types B and D and determine causes
- **C.** Provide trending information on license types B and D and share with all stakeholders
- **D.** Inform the Sales Account Manager to position a new version of licenses types B and D with additional features

Answer: A

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