



# Cisco Customer Experience Training and Examinations

## Help your customers realize their goals

In the arena of digital offers and subscription-based product models, customers have more options than ever before and can switch to your competitors as easily as they signed up with you. To succeed in a subscription-based world, your team needs dedicated, highly skilled customer experience advocates at every stage of the customer lifecycle. You could be one of those advocates.

Cisco® Customer Experience training and examinations validate your skills in insertion, adoption, expansion, and renewals, so you and your team can make sure your customers achieve their goals and reduce or eliminate barriers to renewing their subscriptions. These programs can also play an important role in helping you cross-sell new offers and increase customer adoption.

Whether your customers need help implementing services, submitting feedback, escalating issues, or renewing their subscriptions, Cisco Customer Experience training and examinations give you the expertise to facilitate solutions and drive customer satisfaction.

## Benefits

- **Validate your skills** in key customer experience roles
- **Help your customers get the greatest value** from your products
- **Increase renewal rates and revenue** along with customer satisfaction
- **Strengthen your customer relationships** at every stage of their journey
- **Position yourself for advancement** in the fast-paced world of customer experience

## Learn more

For more information about Cisco Customer Experience training and examinations, visit [Cisco Customer Experience Training and Examinations](#).

## Introducing new Cisco Customer Experience training and examinations

Cisco offers three Customer Experience training and examinations. To complete each of these, you must pass its one exam:

- The **Cisco Customer Success Manager** certification validates your knowledge and skills in developing and integrating solutions, identifying adoption barriers and how to remove them, implementing adoption frameworks and interpreting customer usage data while leading customers to renewals, and cultivating new sales opportunities through the entire customer lifecycle.
- The **Cisco Renewals Manager** verification demonstrates your knowledge of customer experience concepts and tools including customer success, business acumen, leadership, and Cisco tools and processes. Passing this non-proctored exam meets one requirement for Cisco Partners seeking a Specialization in Customer Experience.
- The **Cisco Customer Success Specialist** certification validates your expertise with helping customers move to the next phase in the customer lifecycle and visualize their future, so they can continue to adopt Cisco products end-to-end. You will partner closely with account teams, sales specialists, delivery teams, and others to provide the best-possible experience for your customers.