

Cisco Customer Experience

- If you are interested in gaining your Cisco Customer Experience specialization you can find the latest information on Cisco's [Customer Experience Specialization page](#) or reach out to Christina Mitchell or myself.
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- Where can I find the latest information on changes to the Lifecycle Incentives.
 - A great place to start is with the 2022 LCI Appendix
 - All the documentation concerning LCI are located on [Cisco's LCI web page](#) at
- What are the latest updates on Customer Success Plans (CSP)?
 - Cisco has continued to increase improvement request on submitted Customer Success Plans.
 - Plans need to include specific well defined business outcomes and quantifiable measurements (Key Performance Indicators) to measure against the business outcomes.
 - In order to ensure that those measurements are justifiable Cisco is now asking for current customer baselines.
 - For example: If your Webex business outcome is to decrease cost and your KPI is to decrease travel cost by 10%, what is the customer currently spending on travel in a given time (baseline).
- If you have questions about a Customer Success Plan submitted to Cisco, you can reach out to the LCI team with your questions at lifecycleincentives@external.cisco.com
- If you have your Customer Experience Specialization and would like to talk about next steps to grow your practice you can reach out to myself or Christina?
 - carlp@synnex.com
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