820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

A. Have marketing write a blog post about the new solution.

B. Encourage the customer to purchase updated endpoints.

C. Block all alternative chat and video collaboration systems.

D. Conduct a survey to determine which collaboration solutions users are using.

E. Advertise additional user training sessions throughout the organization.

Correct Answer: DE

QUESTION 2

In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

A. The adoption campaign provides notifications of new feature releases.

B. The adoption campaign surveys all end users for product feedback.

C. The adoption campaign notifies customers of a critical bug.

D. The adoption campaign provides free trial licenses for feature upgrades.

E. The adoption campaign provides free user training.

Correct Answer: BE

QUESTION 3

What is Quarterly Success Review?

A. new success plan that focuses on the upcoming goals for the customer.

B. gap analysis that focuses on the state of the customer\\'s current architecture.

C. technical analysis that outlines the implementation plan and adoption barriers.

D. conversation that outlines the key initiatives that are agreed upon in the success plan

Correct Answer: D

QUESTION 4

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

A. KPI that will be improved by the new product solution

B. current existing products that are being displaced by the solution

C. current configuration guide of the product solution

D. product use case that will achieve the desired outcome

Correct Answer: D

Reference: https://sixteenventures.com/improve-adoption

QUESTION 5

You notice a decline over time in your customer\\'s usage of your product. Which action do you consider?

A. Tell the customer a new solution will soon be available

B. Carefully tell the customer to get more people to use your product

C. Re-assess the customer\\'s business process and outline the capability of the solution

D. Show the customer a comparison of the solution versus the competition

Correct Answer: C

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