820-605^{Q&As}

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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

From a Customer Success perspective, why should the customer\'s health be monitored?

A. to provide the opportunity to address any changes in the customer\'s experience around the solution

B. to identify unused licenses so they can be addressed via a service improvement plan

C. to directly enable renewals

D. to give the customer valuable insight so they can automatically renew critical services on time

Correct Answer: A

QUESTION 2

What defines customer success?

A. the business methodology of ensuing that customers are always on the latest software releases and subscription contracts so customers can focus on core business activities.

B. a measure of the Net Promoter Score resulting from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly together to deliver a positive experience.

C. the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using the product or service.

D. the business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

Correct Answer: C

QUESTION 3

Which role within a Customer Success organization acts as a single contact point for a customer across multiple technologies?

A. Delivery Team

B. Account Manager

C. Customer Success Manager

D. Customer Success Specialist

Correct Answer: C

QUESTION 4

In which stage does the Customer Success Manager initially validate stakeholders?

A. onboarding

B. deployment

C. utilization

D. purchase

Correct Answer: A

QUESTION 5

A customer is concerned that a lot of data is presented during quarterly business reviews, but not many insights. Which action resolves this issue?

A. Provide the customer with access to the raw data to enable them to develop their own insights.

B. Appoint a customer representative to review the data and give specific suggestions.

C. Explain the limitations of the available reports and offer options to provide input to develop new reports.

D. Agree on a set of metrics and share the results and trend lines with recommendations for improvement.

Correct Answer: C

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