820-605^{Q&As}

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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

A. Talk to senior management to explain the benefits of success story creations.

B. Explain that this is a role metric that is needed to satisfy quotas.

C. Make the story for internal use only.

D. Offer the customer free products or services as an incentive.

Correct Answer: C

QUESTION 2

What is the first step a Customer Success Manager should take to identify why the solution was purchased?

A. Review the bill of materials

B. Evaluate the Customer Success Plan

C. Collaborate with the sales team.

D. Engage with the customer

Correct Answer: D

QUESTION 3

Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago. The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

A. number of users registered, bandwidth utilization, number of training sessions user joined

B. number of users registered, service logs, number of users

C. number of users registered, number of meetings user initiated, number of meetings user joined

D. network utilization, number of meetings user initiated, number of users

Correct Answer: C

QUESTION 4

What is an objective of the Customer Success Manager?

A. make decisions on behalf of the customer to reduce time to value

B. train customers to ensure they understand the full capabilities of the solution

C. help customers recognize the self-service model

D. solve customer problems to attain business outcomes

Correct Answer: D

QUESTION 5

Which sources should be used to uncover customer barriers?

A. data, health score, intuition

B. conversation, data, health score

C. intuition, observation, data

D. observation, conversation, data

Correct Answer: D

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