



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

What is a type of expansion opportunity?

- A. additional user groups
- B. positive customer sentiment
- C. strong stakeholder communication
- D. using latest release versions

Correct Answer: A

QUESTION 2

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 3

What is a lagging indicator of the customer achieving the value proposition?

- A. product deployment
- B. contract renewal
- C. decrease in the number of problem reports
- D. movement to evaluate stage

Correct Answer: B

Contract renewal is a lagging indicator of the customer achieving the value proposition.

QUESTION 4

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?



- A. Implement
- B. Adopt
- C. Use
- D. Onboard

Correct Answer: D

QUESTION 5

What is the order of the key elements of process improvement for Customer Success?

- A. measure, define, analyze, control, improve
- B. define, measure, analyze, improve, control
- C. define, analyze, measure, improve, control
- D. analyze, define, measure, control, improve

Correct Answer: B

Reference: <https://www.pmi.org/learning/library/five-elements-process-oriented-project-6946#:~:text=DMAIC%20stands%20for%20Define%2C%20Measure,understand%2C%20and%20simply%20make%20sense>

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