



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

What are two examples of expand opportunities? (Choose two.)

- A. providing solution optimization services
- B. adding headcount to manage solution by the customer
- C. training on existing features
- D. hosting an executive review
- E. increasing license count

Correct Answer: AE

QUESTION 2

Refer to the exhibit.

| Task | Stakeholder 1 | Stakeholder 2 | Stakeholder 3 | Stakeholder 4 | Stakeholder 5 | Stakeholder 6 |
|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Project Task 1 | R | A | C | A | I | A |

What is the problem with this RACI example?

- A. Every task should have four people consulted.
- B. No one has multiple roles.
- C. More stakeholders should be involved.
- D. Too many people are accountable for this task.

Correct Answer: D

QUESTION 3

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Renewals Manager
- B. Product Sales Specialist
- C. Account Manager
- D. Customer Success Manager



Correct Answer: D

QUESTION 4

At which lifecycle stage does the Customer Success Manager identify the solution purchased?

- A. Onboard
- B. Purchase
- C. Implement
- D. Select

Correct Answer: D

QUESTION 5

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

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