820-605^{Q&As}

820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

Pass Cisco 820-605 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/820-605.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

A. No action is necessary as long as the health index is green

B. Observe the online image of the customer

C. Review and update the success plan for ongoing activities

D. Manage the service issues and escalations

E. Join the sales and marketing strategy meetings

Correct Answer: CD

QUESTION 2

DRAG DROP

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

Select and Place:

business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	

Correct Answer:

business outcomes		detailed training plan

confidential customer information		key initiatives

		customer financial statements

QSR review dates		

QUESTION 3

Refer to the exhibit.

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

What is the concern for a Customer Success Manager within this task of the RACI matrix?

A. Lack of sufficient expertise with minimal consulting stakeholders engaged.

B. Running the risk of under communicating with too few stakeholders involved.

C. It is difficult to get a consensus or agreement with the number of roles accountable.

D. Too many people are responsible, which leaves no clear leader.

Correct Answer: C

QUESTION 4

What is a consideration in evaluating readiness for adoption?

A. Identify features or functions that are not deployed or underutilized.

B. Identify potential accelerators that could optimize performance.

C. Review customer acceptance test plan.

D. Validate that all required items have been purchased.

Correct Answer: C

QUESTION 5

Which expense is an operating expense (OPEX)?

A. payroll

B. computer equipment

C. software

D. office improvements

Correct Answer: A

[820-605 VCE Dumps](#) [820-605 Practice Test](#) [820-605 Braindumps](#)