



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

What is the main objective of customer success?

- A. customer's return on investment
- B. known and unknown features of our product and solutions
- C. customer's reduction of risk
- D. outcomes customers are trying to achieve

Correct Answer: D

QUESTION 2

The customer wants to improve operational expenditure and reduce the CO2 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two.)

- A. sustainability
- B. credibility
- C. time to market
- D. business growth
- E. cost efficiency

Correct Answer: AE

QUESTION 3

Which two adoption outcomes are renewal indicators? (Choose two)

- A. customer testimonial
- B. solution discount
- C. payment schedule
- D. optimized services
- E. training attendance

Correct Answer: AC



QUESTION 4

A customer's call center unexpectedly moved from in-person to remote operations and discovered that agents could no longer record their calls. The customer escalates this problem to their Customer Success Manager and requests a resolution. The Customer Success Manager recognizes that the customer is using collaboration products with outdated software. What is the first step of the mitigation plan?

- A. Evaluate the availability of resources to work on the problem.
- B. Engage a specialist to identify a technical solution or workaround.
- C. Conduct an assessment of the business impact of the problem.
- D. Establish a timeline of when a solution must be in place.

Correct Answer: A

QUESTION 5

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

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