



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

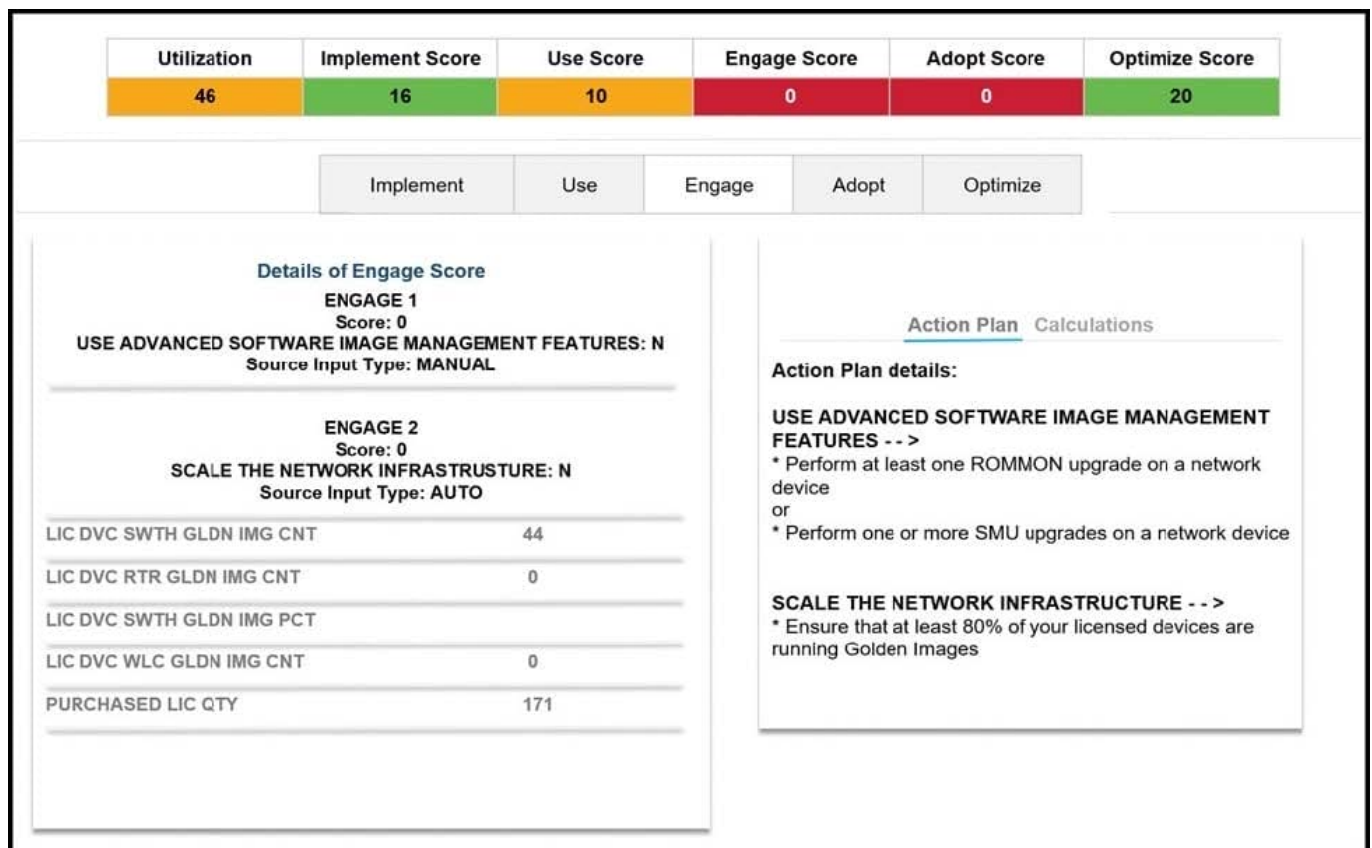
Which action should a Customer Success Manager take when the product utilization score is not improving?

- A. Conduct customer interviews to understand current adoption barriers and develop a solution plan.
- B. Engage the sales team to upsell the solution and offer options and product diversity to the customer.
- C. Review the support case history to identify product quality or customer education issues.
- D. Contact the product operations team to review the telemetry and offer insights to the customer.

Correct Answer: A

QUESTION 2

Refer to the exhibit. What does this health score indicate?



- A. The customer is unlikely to renew this license.
- B. The customer is unlikely to advocate for this product.
- C. The customer needs to consume more of this product.
- D. The customer needs to purchase more licenses.



Correct Answer: A

QUESTION 3

What defines customer success?

- A. the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so customers can focus on core business activities.
- B. a measure of the Net Promoter Score resulting from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly together to deliver a positive experience.
- C. the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using the product or service.
- D. the business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

Correct Answer: C

QUESTION 4

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 5

What is the term for the gap between the features and functions that customers purchase and the features and functions



that they use?

- A. capability gap
- B. financial gap
- C. consumption gap
- D. organizational gap

Correct Answer: C

Reference: <https://www.customersuccessmanager.com/blogs/the-consumption-gap>

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