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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which perspectives are covered in a balanced scorecard?

A. customer, employee, partner, risk

B. business process, customer, financial, learning, growth

C. competition, culture, financial. IT systems

D. business outcomes, customer, employee, risk

Correct Answer: B

Reference: https://balancedscorecard.org/bsc-basics/articles-videos/the-four-perspectives-of-the-balanced-scorecard/#:~:text=The%20four%20perspectives%20of%20a,Process%2C%20and%20Learning%20and%20Growth

QUESTION 2

Customer A has 120.000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings, self-serve approach to achieve business innovation through face-to-face communications. Which two main barriers to adoption does the customer face? (Choose two.)

A. technical barrier

B. cultural barrier

C. product barrier

D. cost barrier

Correct Answer: AB

QUESTION 3

During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription.

Which barrier must the CSM overcome?

A. operational

B. business

C. technical

D. data

Correct Answer: B

QUESTION 4

From a Customer Success perspective, which reason to monitor your customer\\'s health is the most important?

A. It provides the opportunity to address any changes in the customer\\'s experience or actions around the solution

B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan

C. Understanding your customer\\'s health directly enables renewals

D. It gives the customer valuable insight so they can automatically renew critical on time

Correct Answer: A

QUESTION 5

The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

A. cost efficiency

B. employee satisfaction

C. time to market

D. business growth

E. sustainability

Correct Answer: CD

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