820-605^{Q&As}

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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

On which two objectives should communication with customer executives focus? (Choose two)

A. return on investment

B. new sales

C. product improvement

D. user training

E. time to value

Correct Answer: AE

QUESTION 2

Which adoption barrier results from failing to identify key stakeholders?

A. missing value of product roadmap

B. fragmented purchase

C. lack of resources

D. additional training requirements

Correct Answer: C

QUESTION 3

What defines a use case?

A. comparison of the marketing description of what a product does and the customer\\'s experience.

B. list of actions that define the interactions between a role and a system to achieve a goal.

C. list of actions or event steps that a customer uses.

D. list of instructions customers use for their software.

Correct Answer: B

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 best reason for documenting your customer\\'s success?

A. To provide awareness of the value achieved by the customer\\'s purchased solution

B. To establish KPI\\'s that measure the success of your company\\'s business

C. To document roles and responsibilities for your project management

D. To provide expansion opportunities for your sales team

Correct Answer: A

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