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.pass4itsure.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

What is the financial implication of churn?

A. reduced technology footprint

B. increased user licensing

C. reduced revenue

D. increased renewal value

Correct Answer: C

QUESTION 2

Which two actions are critical when communicating with executives? (Choose two.)

A. Keep services as a primary topic

B. Focus on the value achieved

C. Incorporate the sales team\\'s plan

D. Target executive priorities

E. Focus on technical details

Correct Answer: BD

QUESTION 3

Refer to the exhibit.

Which role is accountable for the Develop and validate Success Plan update activity?

A. Account Manager

B. Customer Success Manager

C. Product Sales Specialist

D. Business Development Manager

Correct Answer: B

QUESTION 4

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

A. Renewals Manager

B. Product Sales Specialist

C. Account Manager

D. Customer Success Manager

Correct Answer: D

QUESTION 5

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated

users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

A. Have marketing write a blog post about the new solution.

B. Encourage the customer to purchase updated endpoints.

C. Block all alternative chat and video collaboration systems.

D. Conduct a survey to determine which collaboration solutions users are using.

E. Advertise additional user training sessions throughout the organization.

Correct Answer: DE

820-605 Study Guide   820-605 Exam Questions   820-605 Braindumps