



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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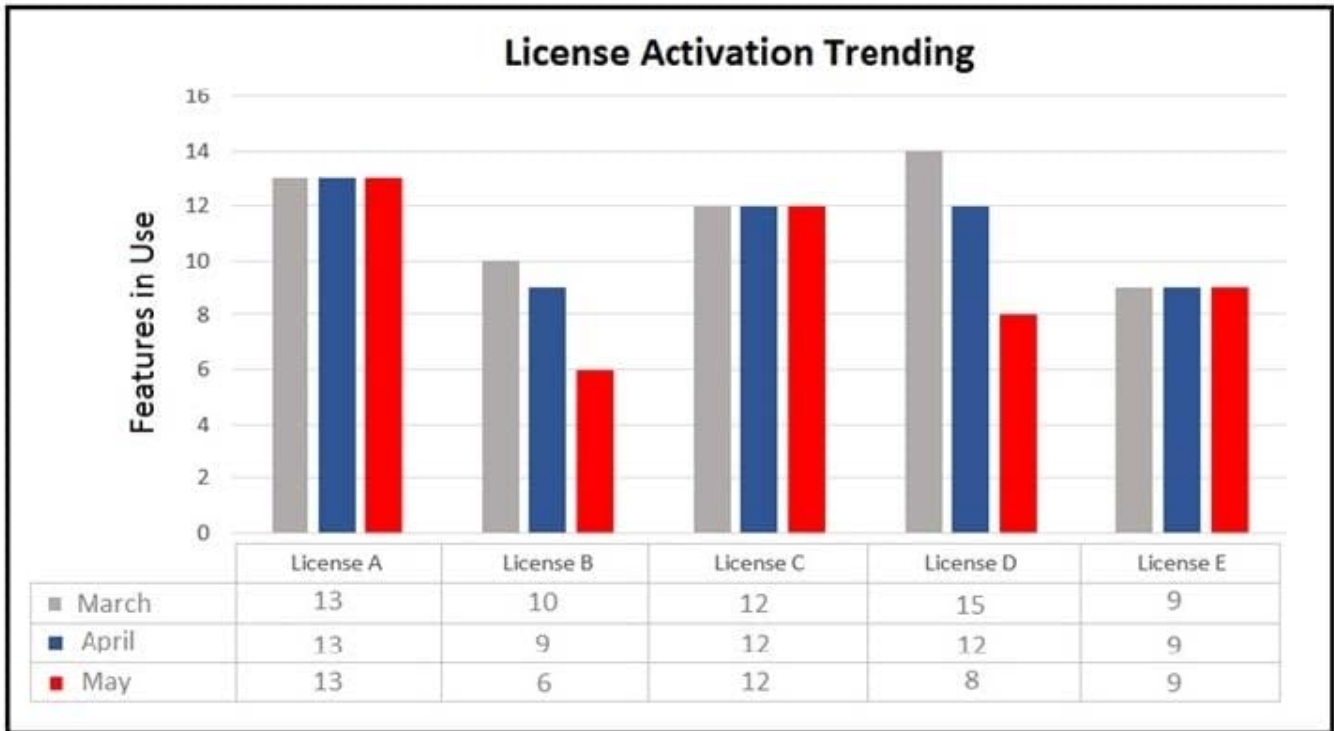
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**QUESTION 1**

Refer to the exhibit.



Which initial action does a Customer Success Manager take?

- A. Run analysis on all the license types used by the customer on all platforms
- B. Share the report with the customer point of contact for license types B and D and determine causes
- C. Provide trending information on license types B and D and share with all stakeholders
- D. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features

Correct Answer: B

QUESTION 2

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Document the session, stakeholder interests, and metrics for leadership
- B. Create a success plan to be reviewed with the customer at the next review meeting
- C. Provide technical configuration for development



D. Discuss new opportunities and new products to purchase

Correct Answer: B

QUESTION 3

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Create a new Health Index dashboard with the Sales team.
- B. Evaluate the customer's expertise in managing the purchased solution.
- C. Examine solution pricing with the Renewals Manager.
- D. Schedule Quarterly Business Review with the new leadership team.
- E. Review the original business case and reassess desired outcomes with the new leadership team.

Correct Answer: DE

Review the original business case and reassess desired outcomes with the new leadership team, and Schedule Quarterly Business Review with the new leadership team.

QUESTION 4

Which two actions are in adoption campaign? (Choose two.)

- A. messaging to users on best practice approaches to their solution
- B. messaging to stakeholders on new product releases
- C. messaging to stakeholders on the new features of their solution
- D. survey sent to all end users
- E. renewal reminder to stakeholders

Correct Answer: AD

QUESTION 5

What is a leading indicator of adoption in the healthscore?

- A. renewal
- B. integrated account plan
- C. product sales



D. product quality

Correct Answer: B

QUESTION 6

Which element evaluates a customer outcome?

A. key performance indicators

B. milestones

C. metrics

D. benchmarks

Correct Answer: A

QUESTION 7

What are two drivers for Customer Success? (Chooser two)

A. The customer trusts that Cisco support will solve any issues.

B. The customer receives training for new products and services.

C. The customer recognizes the value of initial use case implementations.

D. The customer gives feedback about the purchased product.

E. The mature and fully deployed solution is running in production.

Correct Answer: BC

QUESTION 8

What is the order of the key elements of process improvement for Customer Success?

A. measure, define, analyze, control, improve

B. define, measure, analyze, improve, control

C. define, analyze, measure, improve, control

D. analyze, define, measure, control, improve

Correct Answer: B

Reference: <https://www.pmi.org/learning/library/five-elements-process-oriented-project-6946#:~:text=DMAIC%20stands%20for%20Define%2C%20Measure,understand%2C%20and%20simply%20make%20sense>



QUESTION 9

A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution. The Customer Success Manager acknowledges the concern and takes ownership. Which action does the Customer Success Manager take first?

- A. Engage the service delivery manager and request two days of free consultation for the customer
- B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- C. Escalate the situation to your manager and request a customer visit to understand concerns and expectations
- D. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps

Correct Answer: D

QUESTION 10

In which stage does the Customer Success Manager initially validate stakeholders?

- A. onboarding
- B. deployment
- C. utilization
- D. purchase

Correct Answer: A

QUESTION 11

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 12

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 13

The executive team decided to purchase 500 licenses to reduce costs and replace the existing solution, which has been in place for the last 10 years. The end-users were not consulted. Three months into the project, reports show the consumption analytics indicate a high usage of the old system and only 75 licenses active in the new software. Which two adoption barriers must be investigated? (Choose two)

- A. limited telemetry
- B. purchase policy process
- C. lack of common features
- D. lack of communication
- E. business misalignment

Correct Answer: DE

QUESTION 14

The customer purchased a solution with a specific use case in mind but has not yet expressed interest in additional use cases. Which two actions gain their commitment to add use cases? (Choose two.)

- A. Identify target outcomes based on known challenges to demonstrate how a new use case could help achieve them.
- B. Recognize tools that compete with the expansion opportunity and offer discounts to switch.
- C. Conduct a discovery session to uncover their additional pain points.
- D. Provide additional training on the current use case to drive adoption.
- E. Present case studies that outline the benefits they achieved and highlight compelling metrics.

Correct Answer: AD

QUESTION 15



How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.
- B. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.
- C. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.
- D. OpEx has depreciation, while there is no depreciation with CapEx.

Correct Answer: C

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