VCE & PDF
GeekCert.com

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.geekcert.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

Refer to the exhibit.

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	I	A

What is the problem with this RACI example?

A. Every task should have four people consulted.

B. No one has multiple roles.

C. More stakeholders should be involved.

D. Too many people are accountable for this task.

Correct Answer: D

QUESTION 2

What is the barrier type when end-users are having difficulties understanding the features and functionalities of the new solution?

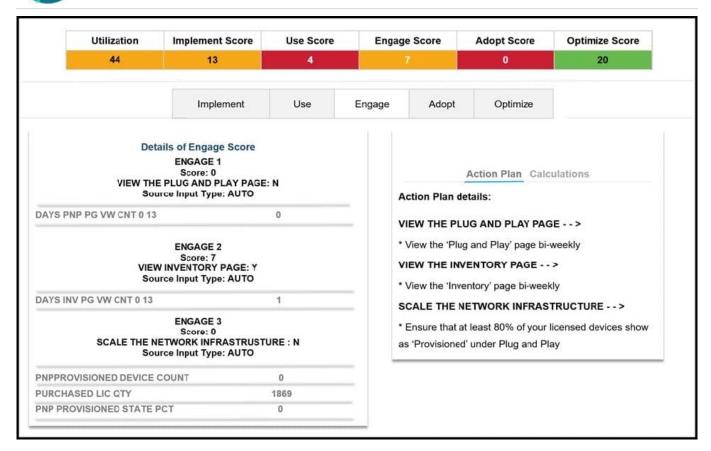A. technical

B. business

C. operational

D. corporate culture

Correct Answer: C

QUESTION 3

Refer to the exhibit.

Utilization	Implement Score	Use Score	Engage Score	Adopt Score	Optimize Score
44	13	4	7	0	20

Implement | Use | Engage | Adopt | Optimize

Details of Engage Score

ENGAGE 1
Score: 0
VIEW THE PLUG AND PLAY PAGE: N
Source Input Type: AUTO

DAYS PNP PG VW CNT 0 13   0

ENGAGE 2
Score: 7
VIEW INVENTORY PAGE: Y
Source Input Type: AUTO

DAYS INV PG VW CNT 0 13   1

ENGAGE 3
Score: 0
SCALE THE NETWORK INFRASTRUSTURE : N
Source Input Type: AUTO

PNPPROVISIONED DEVICE COUNT	0
PURCHASED LIC QTY	1869
PNP PROVISIONED STATE PCT	0

Action Plan   Calculations

Action Plan details:

VIEW THE PLUG AND PLAY PAGE - - >

* View the 'Plug and Play' page bi-weekly

VIEW THE INVENTORY PAGE - - >

* View the 'Inventory' page bi-weekly

SCALE THE NETWORK INFRASTRUCTURE - - >

* Ensure that at least 80% of your licensed devices show as 'Provisioned' under Plug and Play

Which action must be taken by Customer Success Manager?

A. Recommend expansion opportunities

B. Review the financial index.

C. Develop a customer testimonial.

D. Identify the adoption barriers.

Correct Answer: D

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

What is a consideration in evaluating readiness for adoption?

A. Identify features or functions that are not deployed or underutilized.

B. Identify potential accelerators that could optimize performance.

C. Review customer acceptance test plan.

D. Validate that all required items have been purchased.

Correct Answer: C

Latest 820-605 Dumps   820-605 PDF Dumps   820-605 Study Guide