



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which type of analytics has telemetry that shows the customer's use of the software and defines what has happened to date?

- A. descriptive
- B. diagnostic
- C. prescriptive
- D. predictive

Correct Answer: A

QUESTION 2

Which type of analytics has telemetry that demonstrates the customer's use of the software and actions to date?

- A. diagnostic
- B. descriptive
- C. prescriptive
- D. predictive

Correct Answer: B

QUESTION 3

Which task drives advocacy with customer stakeholders?

- A. creating a success story
- B. creating a Customer Success Plan
- C. creating technical documentation
- D. creating a stakeholder map

Correct Answer: A

QUESTION 4



Which outcome is the best that a Customer Success Manager can achieve for a customer?

- A. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer's business
- B. full adoption of all the technologies the customer purchased
- C. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased
- D. ensuring the customers deployment teams and end users are trained and ready to adopt the technology

Correct Answer: C

QUESTION 5

What is an objective of the Customer Success Manager?

- A. make decisions on behalf of the customer to reduce time to value
- B. train customers to ensure they understand the full capabilities of the solution
- C. help customers recognize the self-service model
- D. solve customer problems to attain business outcomes

Correct Answer: D

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