820-605^{Q&As}

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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which type of KPI is of the most interest to Customer Success?

A. business KPIs that define progress to the Business Outcome

B. sales KPIs for revenue generation

C. IT services KPIs for operations

D. OPEX KPIs that define the operational costs of the company

Correct Answer: A

QUESTION 2

A customer purchased 500 licenses for its cloud-based collaboration solution. During a customer meeting, they complain to the Customer Success Manager that they cannot verify who and how the licenses are being used. Which two types of adoption barriers are occurring? (Choose two.)

A. process

B. people

C. tools

D. platform

E. application

Correct Answer: AB

QUESTION 3

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

A. help desk data

B. health score

C. risk management

D. telemetry

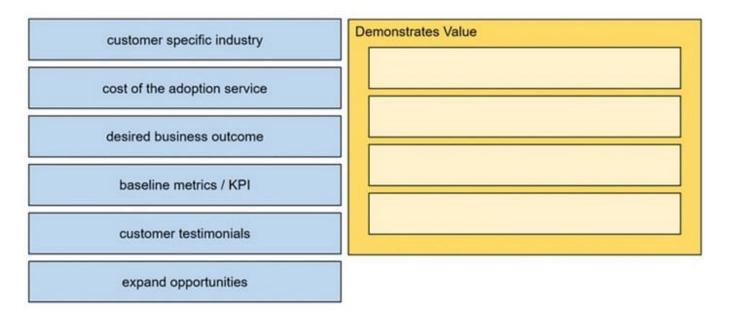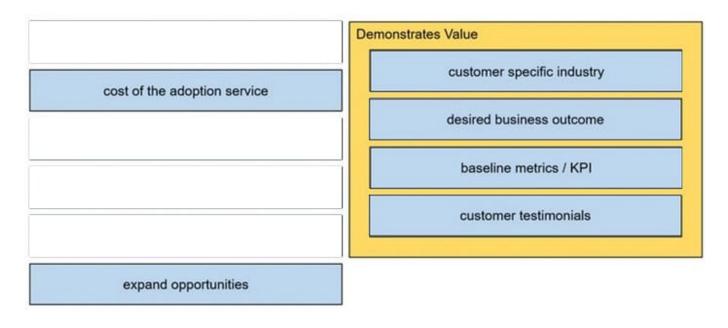E. training surveys

Correct Answer: BD

QUESTION 4

DRAG DROP

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

Select and Place:

customer specific industry	Demonstrates Value
cost of the adoption service	
desired business outcome	
baseline metrics / KPI	
customer testimonials	
expand opportunities	

Correct Answer:

	Demonstrates Value
	customer specific industry
cost of the adoption service	desired business outcome
	baseline metrics / KPI
	customer testimonials
expand opportunities	

QUESTION 5

What is the purpose of capturing moments of success with a customer?

A. expanding the purchased solution

B. recognizing the value of the engagement

C. renewing the contract and subscription

D. validating deployment of the solution

Correct Answer: B

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