



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Refer to the exhibit.

Account Baseline									
Success Priorities	Solution	Stage and health							
Drive cost down while improving operational efficiencies	Product A	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product B	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product C	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product D	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product E	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product F	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product G	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	

Based on the stage and health reflected, what must be the first priority of the success plan?

- A. Design and propose a discount on product G.
- B. Contact and collaborate with the individuals involved in the onboarding of product E.
- C. Offer and encourage the opportunity for the customer to participate in a success story for product F.
- D. Identify and document barriers that impact product C.

Correct Answer: D

QUESTION 2

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



QUESTION 3

A Customer Success Manager was assigned a strategic new account. Which action prepares them for the customer introduction meeting?

- A. Engage with the account team to understand the expansion opportunities.
- B. Perform a deep analysis of all the sales orders to the past 24 months.
- C. Document customer's current technical escalations.
- D. Speak the internal contacts to understand the customer's priorities and sentiment.

Correct Answer: D

QUESTION 4

Which Customer Success activity is critical from the supplier perspective?

- A. identifying opportunities for sales expansion
- B. driving full adoption of the company's technology across all supported solutions
- C. ensuring the customer has a success plan and is achieving each milestone in a timely manner
- D. listening carefully to the customer's feedback and taking actions so the company's solutions can be improved

Correct Answer: C

QUESTION 5

A customer voices frustration because the purchased solution is not being adopted as expected within the organization, and the organization's new leadership does not have a historical perspective of the expected outcomes. Which two activities should the Customer Success Manager initiate to create mitigation plans to address these risk factors? (Choose two)

- A. Research the list of accelerators.
- B. Review the account health score.
- C. Analyze the adoption report.
- D. Examine the recent QBR results.
- E. Evaluate the architecture value cards.

Correct Answer: CD



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