



# 820-605<sup>Q&As</sup>

Cisco Customer Success Manager (DTCSM)

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### QUESTION 1

How can Customer Success Plan tracking drive additional license purchases?

- A. The Success Plan tracks the mean time to failure of the solution.
- B. The Success Plan tracks the number of threats blocked and benchmarks it against the previous year.
- C. The Success Plan tracks gains in user productivity and communicates this back to the business.
- D. The Success Plan tracks the number of technical support cases opened.

Correct Answer: C

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### QUESTION 2

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first 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. Build an understanding of your customer's business and market trends and priorities
- D. Speak the internal contacts to understand the customer sentiment and outstanding escalations

Correct Answer: C

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### QUESTION 3

What is a financial implication of churn?

- A. increase in service level
- B. decrease in subscription
- C. expansion of contract
- D. decrease in discounts

Correct Answer: B

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### QUESTION 4

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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#### QUESTION 5

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

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