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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

What defines a use case?

A. comparison of the marketing description of what a product does and the customer\\'s experience.

B. list of actions that define the interactions between a role and a system to achieve a goal.

C. list of actions or event steps that a customer uses.

D. list of instructions customers use for their software.

Correct Answer: B

QUESTION 2

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

A. Customer Success Specialist

B. Technical Engineer

C. Sales Engineer

D. Solution Product Manager

Correct Answer: B

The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need to be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

QUESTION 3

How are operating expenses (OpEx) different from capital expenses (CapEx)?

A. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.

B. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.

C. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.

D. OpEx has depreciation, while there is no deprecation with CapEx.

Correct Answer: C

QUESTION 4

B. Measure the number of complaints raised by students

C. Combination of tailored surveys and IT tools-based metrics

D. Implement staff Super Users to provide feedback

Correct Answer: C

QUESTION 5

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

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