



820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

The customer wants to improve operational expenditure and reduce the CO2 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two.)

- A. sustainability
- B. credibility
- C. time to market
- D. business growth
- E. cost efficiency

Correct Answer: AE

QUESTION 2

A customer is concerned that a lot of data is presented during quarterly business reviews, but not many insights. Which action resolves this issue?

- A. Provide the customer with access to the raw data to enable them to develop their own insights.
- B. Appoint a customer representative to review the data and give specific suggestions.
- C. Explain the limitations of the available reports and offer options to provide input to develop new reports.
- D. Agree on a set of metrics and share the results and trend lines with recommendations for improvement.

Correct Answer: C

QUESTION 3

What are two barriers of adoption in an organization? (Choose two.)

- A. new product sales motion
- B. lack of knowledge on solution
- C. organizational announcements
- D. implementation issues
- E. hiring practices

Correct Answer: BD



QUESTION 4

A Customer Success Manager must deliver high touch customer success experience.

Which customer engagement model must be used?

- A. Utilize a digital engagement so all your customers experience the touch of customer success
- B. Utilize people to focus on the elite customers for a 1:1 or 1:few onsite customer success experience
- C. Utilize the service team to form a larger internal team to lead the engagement
- D. Utilize people to focus your customers in a 1:many customer success experience

Correct Answer: B

QUESTION 5

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize those solutions to get the value they intended.
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.
- C. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- D. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.

Correct Answer: A

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