



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

Cisco Customer Success Manager (DTCSM)

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### QUESTION 1

You notice a decline over time in your customer's usage of your product. Which action do you consider?

- A. Tell the customer a new solution will soon be available
- B. Carefully tell the customer to get more people to use your product
- C. Re-assess the customer's business process and outline the capability of the solution
- D. Show the customer a comparison of the solution versus the competition

Correct Answer: C

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### QUESTION 2

Which two activities support Customer Success planning? (Choose two.)

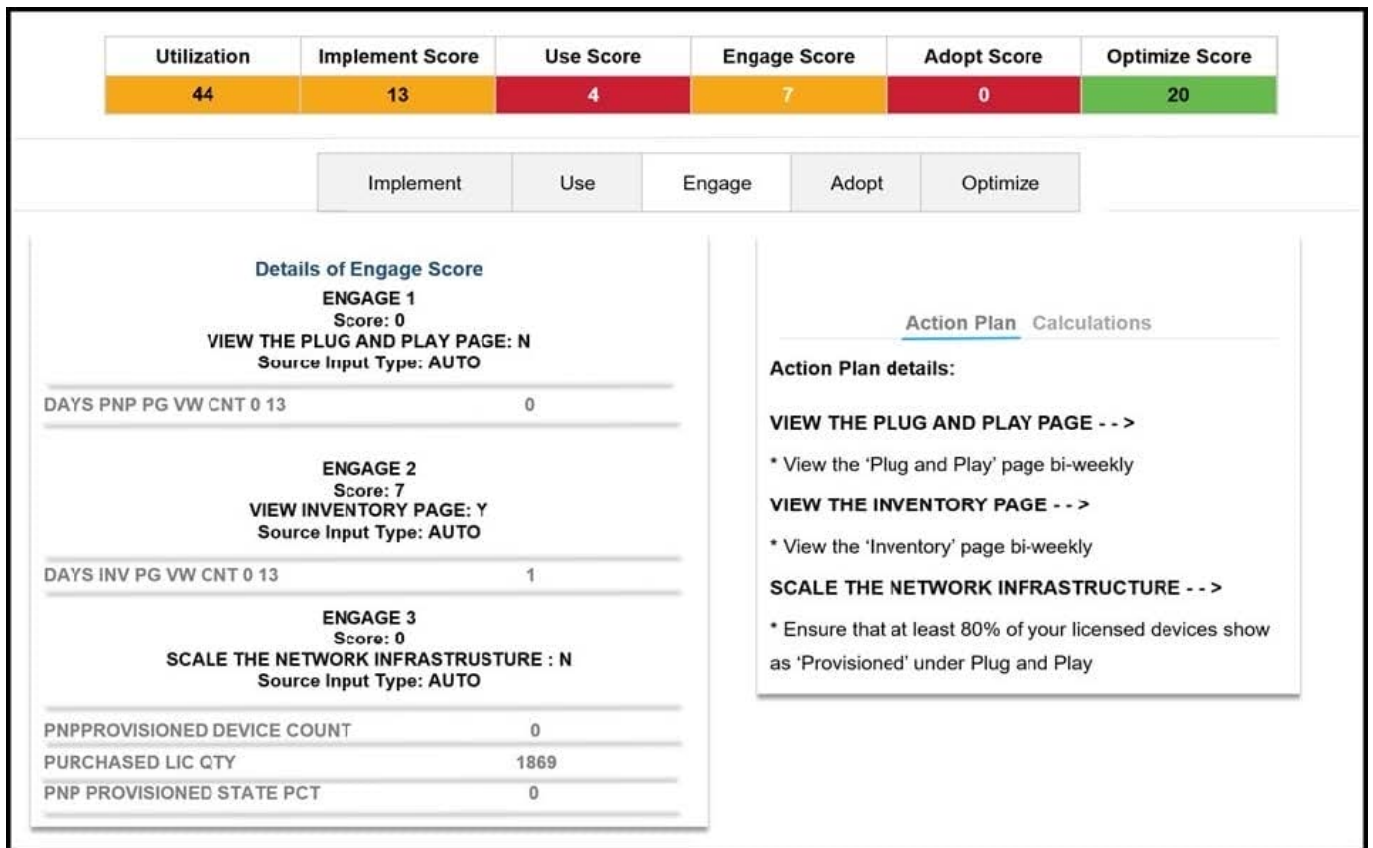
- A. service ticket tracking
- B. adoption barrier identification
- C. quality control
- D. service delivery program management
- E. KPI tracking

Correct Answer: BE

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### QUESTION 3

Refer to the exhibit.



Which action must be taken by Customer Success Manager?

- A. Recommend expansion opportunities
- B. Review the financial index.
- C. Develop a customer testimonial.
- D. Identify the adoption barriers.

Correct Answer: D

#### QUESTION 4

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 5

What is the best method to measure customer consumption of technology?

- A. telemetry and analytics
- B. recurring revenue management
- C. enterprise CRM and incident management
- D. content management

Correct Answer: A

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