

DUMPS ARENA

Cisco Customer Success Manager (CSM)

Cisco 820-605

Version Demo

Total Demo Questions: 15

Total Premium Questions: 210

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Topic Break Down

Topic	No. of Questions
Topic 1, New Update	98
Topic 2, Customer Success Industry	17
Topic 3, Success Plan Creation	24
Topic 4, Barrier Management	23
Topic 5, Customer Success Management	34
Topic 6, Expand Opportunities and Renewal	14
Total	210

QUESTION NO: 1

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	I	A

Refer to the exhibit. What is the problem with this RACI example?

- A. Every task should have four people consulted.
- B. No one has multiple roles.
- C. More stakeholders should be involved.
- D. Too many people are accountable for this task.

ANSWER: D**QUESTION NO: 2**

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.

ANSWER: C**QUESTION NO: 3**

What are two drivers for Customer Success? (Chooser two)

- A. The customer trusts that Cisco support will solve any issues.
- B. The customer receives training for new products and services.
- C. The customer recognizes the value of initial use case implementations.

- D. The customer gives feedback about the purchased product.
- E. The mature and fully deployed solution is running in production.

ANSWER: B C

QUESTION NO: 4

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. help desk data
- B. health score
- C. risk management
- D. telemetry
- E. training surveys

ANSWER: A B

QUESTION NO: 5

What is the purpose of targeted use cases?

- A. They highlight the product differentiation from a competitor.
- B. They define how a solution is applied to enable a desired outcome.
- C. They function without the purchase of additional services.
- D. They provide customers with ways to take advantage of additional features.

ANSWER: A

QUESTION NO: 6

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. capability gap
- B. financial gap

- C. consumption gap
- D. organizational gap

ANSWER: C

QUESTION NO: 7 - (DRAG DROP)

DRAG DROP

The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Select and Place:

Set a goal to achieve	step 1
Baseline the current usage	step 2
Update the success plan with status	step 3
Investigate the current barrier to utilization	step 4

ANSWER:



Explanation:

QUESTION NO: 8

What is Quarterly Success Review?

- A. new success plan that focuses on the upcoming goals for the customer.
- B. gap analysis that focuses on the state of the customer's current architecture.
- C. technical analysis that outlines the implementation plan and adoption barriers.
- D. a conversation that outlines key initiatives that are agreed upon in the success plan.

ANSWER: B

QUESTION NO: 9

What are two examples of expand opportunities? (Choose two.)

- A. providing solution optimization services
- B. adding headcount to manage solution by the customer
- C. training on existing features
- D. hosting an executive review

E. increasing license count

ANSWER: A E

QUESTION NO: 10

Which two results of a successful customer onboarding stage are the most important? (Choose two.)

- A. organization chart discussed
- B. account relationships identified
- C. desired business outcomes discussed
- D. stakeholders identified
- E. network diagrams discussed

ANSWER: C D

QUESTION NO: 11

What is a technical adoption barrier?

- A. lack of integration with other products
- B. underutilization of licenses
- C. untrained customer user group
- D. customer not measuring product value

ANSWER: A

QUESTION NO: 12

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. help desk data
- B. health score
- C. risk management

- D. telemetry
- E. training surveys

ANSWER: B D

QUESTION NO: 13

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- A. customer annual report and quarterly business reviews
- B. sales account plan
- C. detailed contract inventory
- D. questions to validate the interpreted analytical data
- E. support tickets reports and diagnostic information

ANSWER: C D

QUESTION NO: 14

From a Customer Success perspective, why should the customer's health be monitored?

- A. to provide the opportunity to address any changes in the customer's experience around the solution
- B. to identify unused licenses so they can be addressed via a service improvement plan
- C. to directly enable renewals
- D. to give the customer valuable insight so they can automatically renew critical services on time

ANSWER: D

QUESTION NO: 15

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

ANSWER: A E

Explanation:

Reference: <https://www.tandfonline.com/doi/full/10.1080/17583004.2017.1386533>