

820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which analysis model is used to better understand the customer business environment?

- A. dashboard
- B. SWOT
- C. renewal contract
- D. RACI

Correct Answer: B

QUESTION 2

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

QUESTION 3

What is the order of the key elements of process improvement for Customer Success?

- A. measure, define, analyze, control, improve
- B. define, measure, analyze, improve, control
- C. define, analyze, measure, improve, control
- D. analyze, define, measure, control, improve

Correct Answer: B

Reference: <https://www.pmi.org/learning/library/five-elements-process-oriented-project-6946#:~:text=DMAIC%20stands%20for%20Define%2C%20Measure,understand%2C%20and%20simply%20make%20sense>

QUESTION 4

What is a barrier to adopting software tools?

- A. limited resources
- B. recurring cost
- C. commercial decision
- D. organization size

Correct Answer: A

QUESTION 5

The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

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

Correct Answer: CD

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