

820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

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 2

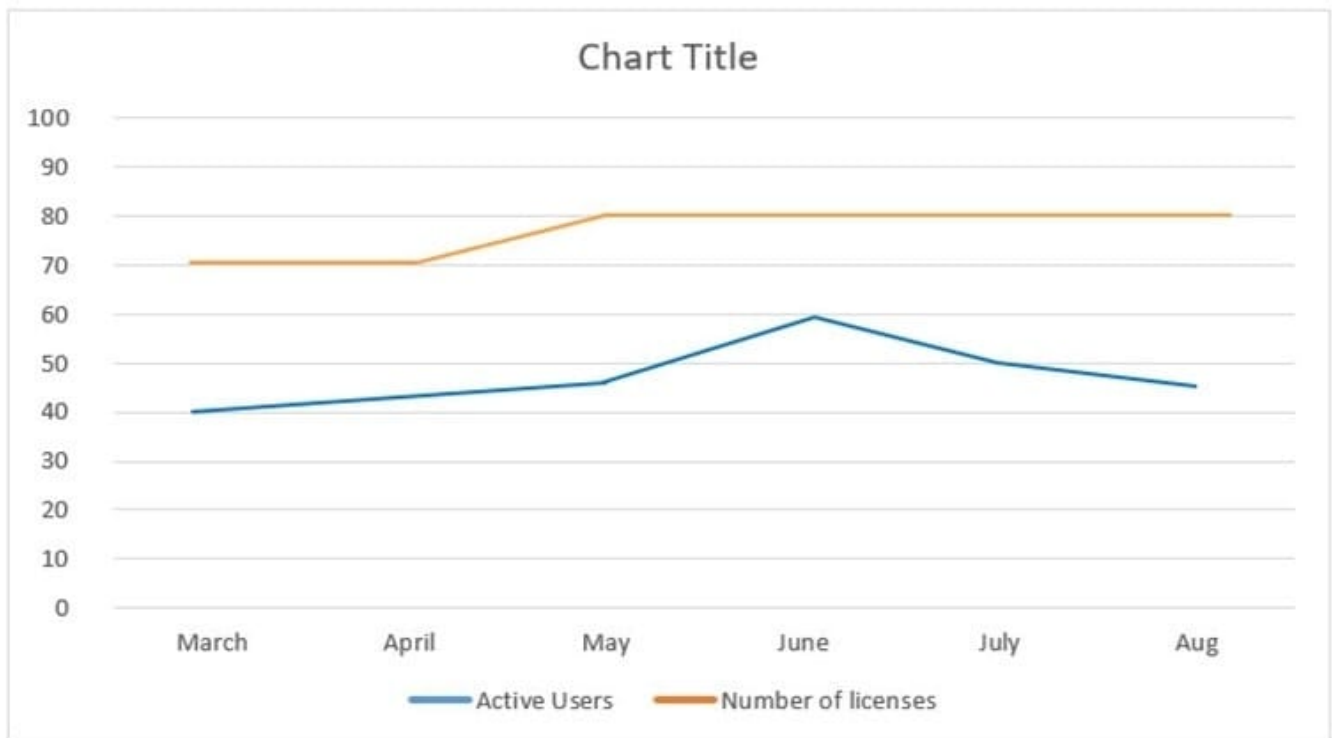
From a Customer Success perspective, why should the customer's health be monitored?

- 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

Correct Answer: A

QUESTION 3

Refer to the exhibit.



The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer has a high probability to renew and will include an expanded opportunity
- B. The customer's usage is too low to correctly measure the chance of their retention
- C. The customer has increased usage, which shows a strong indicator of renewal
- D. The customer's usage has seen a recent decline and the chance of them churning will be higher

Correct Answer: C

QUESTION 4

At which lifecycle stage does the Customer Success Manager identify the solution purchased?

- A. Onboard
- B. Purchase
- C. Implement
- D. Select

Correct Answer: D

QUESTION 5

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Document the session, stakeholder interests, and metrics for leadership
- B. Create a success plan to be reviewed with the customer at the next review meeting
- C. Provide technical configuration for development
- D. Discuss new opportunities and new products to purchase

Correct Answer: B

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