# 820-605 Q&As

Cisco Customer Success Manager (DTCSM)

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**QUESTION 1**

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

**QUESTION 2**

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?

A. Contact the services team and request that they reach out to the customer to address the solution

B. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine

C. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue

D. No action is needed because the customer will probably renew and you can address the issue after the renewal

Correct Answer: C

**QUESTION 3**

Refer to the exhibit.

| Customer Name | Health Index | Utilization Score | Quality Score | Sentiment Score | Financial Score |
|---|---|---|---|---|---|
| Company A | 72 | 64 | 72 | 55 | 61 |
| Company B | 41 | 58 | 55 | 49 | 29 |
| Company C | 61 | 55 | 70 | 83 | 67 |

Which action should the Customer Success Manager take to improve the health index of Company B?

A. Analyze annual recurring revenue growth and reduce renewal risks associated with technology.

B. Perform a marketing campaign and design a roadmap of new products.

C. Provide recommendations for training and offer scripts for learning products.

D. Observe the net promoter scores and how likely the customer is to create a success story.

Correct Answer: A

**QUESTION 4**

What are two examples of leveraging data to identify a customer barrier? (choose two)

A. noting change in customer executive team

B. consulting the health index

C. providing training recommendations

D. reviewing installed base details

E. evaluating feedback from the customer operations team

Correct Answer: DE

**QUESTION 5**

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 6**

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

Correct Answer: BD

**QUESTION 7**

A customer has six technical support cases open that are related to user connectivity that have negatively impacted the customer health scores for product quality and customer sentiment. After the Customer Success Manager assesses the business impact, which action creates a mitigation plan?

A. Offer the customer a discount because of their problems.

B. Request a meeting with customer executives.

C. Establish a timeline of when a solution must be in place.

D. Ensure the escalation to technical specialists.

Correct Answer: C

**QUESTION 8**

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

Correct Answer: DE

**QUESTION 9**

A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution. The Customer Success Manager acknowledges the concern and takes ownership. Which action does the Customer Success Manager take first?

A. Engage the service delivery manager and request two days of free consultation for the customer

B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution

C. Escalate the situation to your manager and request a customer visit to understand concerns and expectations

D. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps

Correct Answer: D

**QUESTION 10**

Which Customer Success activity is critical from the supplier perspective?

A. identifying opportunities for sales expansion

B. driving full adoption of the company\\\'s technology across all supported solutions

C. ensuring the customer has a success plan and is achieving each milestone in a timely manner

D. listening carefully to the customer\\\'s feedback and taking actions so the company\\\'s solutions can be improved

Correct Answer: C

**QUESTION 11**

Which method is directly associated with evaluating a customer outcome?

A. milestones

B. key performance indicators

C. metrics

D. benchmarks

Correct Answer: B

**QUESTION 12**

A customer has finalized all of their solution planning and will be deploying it over the next two weeks. As the customer Success Manager, what is the next logical step to focus on for the customer\\'s lifecycle journey?

A. Quarterly Success Review build and delivery

B. service introduction to confirm that they know how to submit service issues at the go live

C. initial user group identified and their use cases confirmed

D. customer\\'s stakeholders and their business outcomes

E. additional features that will align with the business outcomes

Correct Answer: B

**QUESTION 13**

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

**QUESTION 14**

Which two actions should be taken when a customer\\'s usage is in decline? (Choose two.)

A. Show the customer how the current solution compares to the offers from a competitor.

B. Assess the capabilities of the solution against the customer\\'s desired outcomes.

C. Tell the customer a new solution will soon be available.

D. Review the implementation plan with key customer leadership.

E. Identify changes in the customer\\'s business processes.

Correct Answer: BE

**QUESTION 15**

What is a leading indicator of adoption in the healthscore?

A. renewal

B. integrated account plan

C. product sales

D. product quality

Correct Answer: B

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