Exam Questions 820-605

Cisco Customer Success Manager

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NEW QUESTION 1
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

Answer: A

NEW QUESTION 2
Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 3
Which two actions are critical when communicating with executives? (Choose two.)

A. Keep services as a primary topic
B. Focus on the value achieved
C. Incorporate the sales team's plan
D. Target executive priorities
E. Focus on technical details

Answer: BD

NEW QUESTION 4
Which method is directly associated with evaluating a customer outcome?

A. milestones
B. key performance indicators
C. metrics
D. benchmarks

Answer: D

NEW QUESTION 5
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

Answer: B

NEW QUESTION 6
Which type of analytics has telemetry that shows the customer's use of the software and defines what has happened to date?

A. descriptive
B. diagnostic
C. prescriptive
D. predictive

Answer: B

NEW QUESTION 7
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. QUESTION NO:s to validate the interpreted analytical data
E. support tickets reports and diagnostic information

Answer: AD

NEW QUESTION 8
In which stage does the Customer Success Manager initially validate stakeholders?

A. onboarding
B. deployment
C. utilization
D. purchase

Answer: A

NEW 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

Answer: D

NEW QUESTION 10
The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

A. risk management
B. credibility
C. business growth
D. cost efficiency
E. sustainability

Answer: CE

NEW QUESTION 10
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

Answer: C

NEW QUESTION 13
Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

A. KPI that will be improved by the new product solution
B. current existing products that are being displaced by the solution
C. current configuration guide of the product solution
D. product use case that will achieve the desired outcome

Answer: D

NEW QUESTION 15
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

Answer: A

NEW QUESTION 18
Refer to the exhibit.

Which initial action does a Customer Success Manager take?

A. Run analysis on all the license types used by the customer on all platforms
B. Share the report with the customer point of contact for license types B and D and determine causes
C. Provide trending information on license types B and D and share with all stakeholders
D. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features

Answer: A

NEW QUESTION 19
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