

820-605受験対策解説集 & 820-605対策学習



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>> 820-605受験対策解説集 <<

最高820-605 | 最新の820-605受験対策解説集試験 | 試験の準備方法Cisco Customer Success Manager対策学習

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Cisco Customer Success Manager 認定 820-605 試験問題 (Q161-Q166):

質問 # 161

What defines customer success?

- A. a measure of the Net Promoter Score resulting from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly together to deliver a positive experience.
- **B. the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using the product or service.**
- C. the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so customers can focus on core business activities.
- D. the business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

正解: B

質問 # 162

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. business growth
- B. credibility
- C. time to market
- D. sustainability
- E. cost efficiency

正解: D、E

質問 # 163

Which type of KPI is of the most interest to Customer Success?

- A. sales KPIs for revenue generation
- B. business KPIs that define progress to the Business Outcome
- C. OPEX KPIs that define the operational costs of the company
- D. IT services KPIs for operations

正解: B

解説:

The type of KPI that is of most interest to Customer Success is A, business KPIs that define progress to the Business Outcome. These KPIs are crucial for tracking the effectiveness of customer success initiatives in achieving the desired business results for the customer

質問 # 164

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 and address the solution
- B. No action is needed because the customer will likely renew, and the issue can be addressed after the renewal
- C. Make the renewals manager aware that the one solution is not fully implemented
- D. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue

正解: D

解説:

The Customer Success Manager should investigate why the customer has not fully enabled one of the solutions and work with the sales and renewals teams to address the issue. This proactive approach can help uncover any barriers to full adoption and ensure that the customer sees the full value of the solution before the renewal deadline

質問 # 165

Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide direct and in-depth technical expertise upon customer request.
- B. Provide break-fix support for technical problems experienced or observed by the customer.
- C. Provide training content to address current and existing barriers.
- D. Provide a detailed cost structure for the management team.

正解: C

解説:

When a customer moves from the Implement to the Use stage in the lifecycle, it is crucial for a Customer Success Manager to provide training content that addresses both current and existing barriers. This action ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the product, leading to better adoption and utilization.

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820-605对策学习: <https://www.xhs1991.com/820-605.html>

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