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100% Pass Quiz Professional 820-605 - Cisco Customer Success Manager Top Questions

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Cisco Customer Success Manager Sample Questions (Q43-Q48):

NEW QUESTION # 43

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. health score
- B. risk management
- C. training surveys
- D. telemetry
- E. help desk data

Answer: A,D

NEW QUESTION # 44

Which Customer Success activity is critical from the supplier perspective?

- A. driving full adoption of the company's technology across all supported solutions
- B. identifying opportunities for sales expansion
- 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

Answer: C

NEW QUESTION # 45

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

- A. Talk to senior management to explain the benefits of success story creations.
- B. Explain that this is a role metric that is needed to satisfy quotas.
- C. Make the story for internal use only.
- D. Offer the customer free products or services as an incentive.

Answer: C

Explanation:

If a customer's privacy policy prevents public sharing, the Customer Success Manager can create a success story for internal use only. This allows the organization to document and learn from the customer's experience without violating their privacy policy.

References: Cisco Customer Success Manager best practices suggest respecting customer privacy while still capturing valuable insights from their experiences.

NEW QUESTION # 46

Which element evaluates a customer outcome?

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

Answer: C

NEW QUESTION # 47

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Speak the internal contacts to understand the customer sentiment and outstanding escalations
- B. Engage with the account team to understand the expansion opportunities
- C. Build an understanding of your customer's business and market trends and priorities
- D. Perform a deep analysis of all the sales orders to the past 24 months

Answer: C

NEW QUESTION # 48

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