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최신 Digital Transformation Specialist 820-605 무료 샘플문제 (Q53-Q58):

질문 # 53

Refer to the exhibit.

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	A	C

What is the concern for a Customer Success Manager within this task of the RACI matrix?

- A. It is difficult to get a consensus or agreement with the number of roles accountable.
- B. Running the risk of under communicating with too few stakeholders involved.
- C. Lack of sufficient expertise with minimal consulting stakeholders engaged.
- D. Too many people are responsible, which leaves no clear leader.

정답: D

설명:

The concern for a Customer Success Manager within this task of the RACI matrix is that having too many people responsible can lead to confusion and a lack of clear leadership. In a RACI matrix, it is best practice to have only one person accountable for a task to ensure clear ownership and accountability. Multiple people marked as accountable could result in a diffusion of responsibility and inefficiency. References: The RACI matrix is a tool used to clarify roles and responsibilities in project management. It is important to have clear, singular accountability for each task to ensure effective execution and decision-making.

질문 # 54

The customer plans to relocate to a new building in the existing area to reduce cost. The company wants to retain talent through this transition. Which two business outcomes are critical to the company's success?

(Choose two.)

- A. risk management
- B. credibility
- C. sustainability
- D. employee satisfaction
- E. cost efficiency

정답: D,E

설명:

Employee satisfaction is critical when relocating to ensure talent retention during the transition. Cost efficiency is also essential as the relocation aims to reduce costs. Both outcomes support the company's success during such a significant change. References: Cisco Customer Success Manager documentation1.

질문 # 55

What defines a use case?

- A. list of actions or event steps that a customer uses.
- B. comparison of the marketing description of what a product does and the customer's experience.
- C. list of actions that define the interactions between a role and a system to achieve a goal.
- D. list of instructions customers use for their software.

정답: C

질문 # 56

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. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue
- B. No action is needed because the customer will probably renew and you can address the issue after the renewal
- C. Contact the services team and request that they reach out to the customer to address the solution
- D. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine

정답: A

질문 # 57

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

정답:

설명:

질문 # 58

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