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Cisco 820-605: Cisco Customer Success Manager Exam Certification Path

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Cisco Customer Success Manager Sample Questions (Q23-Q28):

NEW QUESTION # 23

While talking to employees of a customer's front-line operations, a Customer Success Manager learns that the team is evaluating a competitive solution for an existing solution they own but use minimally. What is the next step the Customer Success Manager should take after this conversation?

- A. Educate the operations team on the features and capabilities of the existing solution.
- B. Host a discovery session with stakeholders to identify challenges and desired outcomes.

- C. Ensure the customer's procurement team is aware of the existing solution and its usage history.
- D. Invites the stakeholders to attend technical training on different product use cases.

Answer: B

NEW QUESTION # 24

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

Answer: A,E

Explanation:

Explanation/Reference:

NEW QUESTION # 25

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. predictive
- C. diagnostic
- D. prescriptive

Answer: C

NEW QUESTION # 26

What is the value proposition of customer success for customers?

- A. incremental rewards
- B. technical assistance prioritization
- C. external publicity
- D. business vision support

Answer: B

NEW QUESTION # 27

Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two.)

- A. agreement of key stakeholders
- B. confirmation of customer business outcomes
- C. completion of customer training
- D. scheduling of Quarterly Success Review
- E. review of product roadmap

Answer: A,B

Explanation:

You can't schedule a QSR unless the customer is already on board with the CSM process and to do that you need stakeholder agreement.

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