

820-605関連合格問題、820-605テスト資料



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>> 820-605関連合格問題 <<

最新-正確的な820-605関連合格問題試験-試験の準備方法820-605テスト資料

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Cisco Customer Success Manager 認定 820-605 試験問題 (Q28-Q33):

質問 # 28

Which definition of customer success is true?

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

正解: A

質問 # 29

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

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

正解: B

解説:

The Customer Success Manager should focus on the product use case that will achieve the desired outcome. This involves understanding how the software solution can be applied to enable the customer's specific business goals and providing guidance on how to leverage the product to meet those objectives

質問 # 30

Which two outcomes are expansion opportunities within customer success? (Choose two)

- **A. expansion of solution services**
- B. deployment of solution
- C. purchase of a new solution
- D. expansion of solution features
- **E. renewal of solution subscription**

正解: A、 E

質問 # 31

A customer has finalized all of their solution planning and will be deploying it over the next two weeks. As the customer Success Manager, what is the next logical step to focus on for the customer's lifecycle journey?

- A. additional features that will align with the business outcomes
- B. Quarterly Success Review build and delivery
- C. initial user group identified and their use cases confirmed
- **D. customer's stakeholders and their business outcomes**
- **E. service introduction to confirm that they know how to submit service issues at the go live**

正解: D、 E

質問 # 32

Which method is directly associated with evaluating a customer outcome?

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

正解: B

解説:

One way that we can deliver value to this individual is by sharing industry best practices around the use of our solution set as well as benchmark data on how their organization is performing versus industry peers.

質問 # 33

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- [illegible]

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