

# 820-605<sup>Q&As</sup>

Cisco Customer Success Manager (DTCSM)

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**QUESTION 1**

The customer purchased a solution with a specific use case in mind but has not yet expressed interest in additional use cases. Which two actions gain their commitment to add use cases? (Choose two.)

- A. Identify target outcomes based on known challenges to demonstrate how a new use case could help achieve them.
- B. Recognize tools that compete with the expansion opportunity and offer discounts to switch.
- C. Conduct a discovery session to uncover their additional pain points.
- D. Provide additional training on the current use case to drive adoption.
- E. Present case studies that outline the benefits they achieved and highlight compelling metrics.

Correct Answer: AD

**QUESTION 2**

DRAG DROP

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics. Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.

Select and Place:

customer's perceived value	Objective
customer satisfaction ratings	
number of customer escalations	
number of customers retained	
percentage of marketing emails that are opened and responded to	Subjective
value feedback	

Correct Answer:


<b>Objective</b>
number of customer escalations
number of customers retained
percentage of marketing emails that are opened and responded to
<b>Subjective</b>
customer's perceived value
customer satisfaction ratings
value feedback

**QUESTION 3**

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

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

Correct Answer: BE

**QUESTION 4**

During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription.

Which barrier must the CSM overcome?

- A. operational
- B. business
- C. technical
- D. data

Correct Answer: B

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#### QUESTION 5

A customer wants to deploy new technology. The Customer Success Manager is concerned the customer is not ready to adopt the solution. Which steps with the Project and Operations teams ensure a successful adoption?

- A. Conduct an end-user assessment, determine gaps, and suggest appropriate training for all users of the new technology.
- B. Assign internal resources to develop and deliver training to the customer's IT staff to ensure the project is successful.
- C. Complete a knowledge assessment of the Project and Operations teams, determine gaps, and develop a training plan.
- D. Research the best training available for this new technology and ensure as many IT staff as possible attend the training.

Correct Answer: A

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