

820-605^{Q&As}

Cisco Customer Success Manager (DTCSM)

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QUESTION 1

What is a technical adoption barrier?

- A. lack of integration with other products
- B. underutilization of licenses
- C. untrained customer user group
- D. customer not measuring product value

Correct Answer: A

QUESTION 2

Which activity reduces the risk of chum?

- A. providing a discount on renewal
- B. lowering the service level
- C. expanding the customer footprint
- D. educating on product features

Correct Answer: D

QUESTION 3

Which Customer Success activity is critical from the supplier perspective?

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

Correct Answer: C

QUESTION 4

DRAG DROP

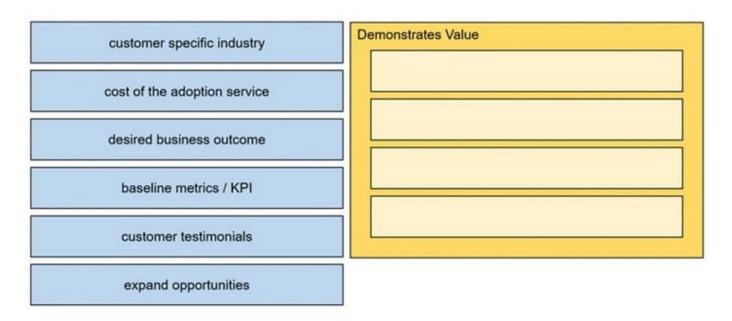
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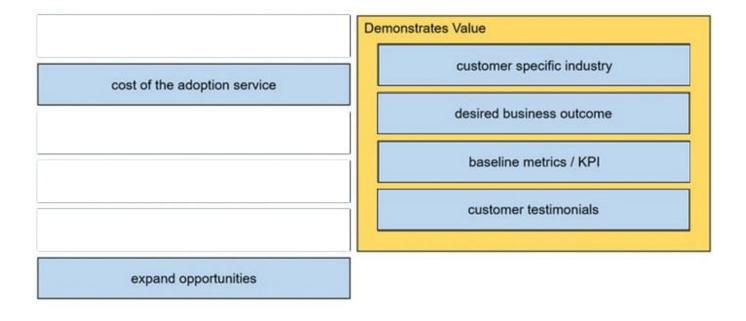
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Correct Answer:



QUESTION 5

Which type of analytics has telemetry that demonstrates the customer\\'s use of the software and actions to date?

- A. diagnostic
- B. descriptive



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C. prescriptive

D. predictive

Correct Answer: B

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