

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

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

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**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

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**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

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**QUESTION 4**

DRAG DROP

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.

Select and Place:

customer specific industry	<b>Demonstrates Value</b>     
cost of the adoption service	
desired business outcome	
baseline metrics / KPI	
customer testimonials	
expand opportunities	

Correct Answer:

	<b>Demonstrates Value</b>  customer specific industry  desired business outcome  baseline metrics / KPI  customer testimonials
cost of the adoption service	
expand opportunities	

**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

C. prescriptive

D. predictive

Correct Answer: B

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