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Cisco Customer Success Manager

Cisco 820-605

Version Demo

Total Demo Questions: 15

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Topic Break Down

Topic	No. of Questions
Topic 1, New Update	98
Topic 2, Customer Success Industry	17
Topic 3, Success Plan Creation	24
Topic 4, Barrier Management	23
Topic 5, Customer Success Management	34
Topic 6, Expand Opportunities and Renewal	14
Total	210

QUESTION NO: 1

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

A. help desk data

B. health score

C. risk management

D. telemetry

E. training surveys

ANSWER: B D

QUESTION NO: 2

The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

A. cost efficiency

B. employee satisfaction

C. time to market

D. business growth

E. sustainability

ANSWER: C D

QUESTION NO: 3

You notice a decline over time in your customer's usage of your product. Which action do you consider?

A. Tell the customer a new solution will soon be available

B. Carefully tell the customer to get more people to use your product

C. Re-assess the customer's business process and outline the capability of the solution

D. Show the customer a comparison of the solution versus the competition

ANSWER: C

QUESTION NO: 4

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.

ANSWER: A

QUESTION NO: 5

Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)
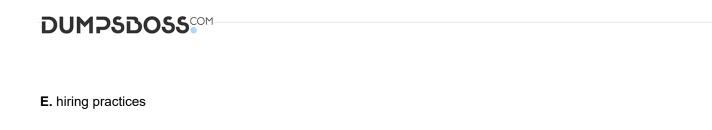
A. No action is necessary as long as the health index is green

B. Observe the online image of the customer

C. Review and update the success plan for ongoing activities

D. Manage the service issues and escalations

E. Join the sales and marketing strategy meetings

ANSWER: A C

QUESTION NO: 6

What are two barriers of adoption in an organization? (Choose two.)

A. new product sales motion

B. lack of knowledge on solution

C. organizational announcements

D. implementation issues

E. hiring practices

ANSWER: B D

QUESTION NO: 7

Which two actions are critical when communicating with executives? (Choose two.)

A. Keep services as a primary topic

B. Focus on the value achieved

C. Incorporate the sales team's plan

D. Target executive priorities

E. Focus on technical details

ANSWER: A D

QUESTION NO: 8

Which type of information should be captured during the first customer engagement?

A. cases escalated to technical support

B. expansion opportunities

C. customer's desired outcomes

D. stakeholder map

ANSWER: C

QUESTION NO: 9

A customer complains about the number of times they must explain their problems and ask different team members to find a solution. How can this issue be avoided?

A. Share the company's organizational chart with the support team.

B. Provide customers with relevant use cases for the purchased solution.

C. Ensure that the customer knows the point of contact for product training.

D. Clarity roles and responsibilities with the stakeholders.

ANSWER: D

QUESTION NO: 10

Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company. Which two opportunities can lead to advocacy? (Choose two.)

A. moments of success when the customer acknowledges progress

B. successful contract renewal

C. green health scores over intermittent time periods

D. continuing results based on unexpected value

E. results that are not measurable

ANSWER: A D

QUESTION NO: 11

Which expense is an operating expense (OPEX)?

A. payroll

B. computer equipment

C. software

D. office improvements

ANSWER: A

QUESTION NO: 12

The CIO of a bank and their vendor have a significant disagreement over the value of the work that was delivered the past two years under the existing managed-services contract. The contract renewal process was delayed over three months, with considerable risk to both parties. Which best practice will help prevent this type of disagreement?

A. Adopt a lifecycle approach with a proactive review of service performance against KPIs.

B. Have the CSM define how value should be measured at the end of the contract period.

C. Engage a third-party mediator to develop contract goals and evaluate the objectives at regular intervals.

D. Have the CIO define a clear IT strategy and implement the suggestions immediately.

ANSWER: C

QUESTION NO: 13

Which type of KPI is of the most interest to Customer Success?

A. business KPIs that define progress to the Business Outcome

B. sales KPIs for revenue generation

C. IT services KPIs for operations

D. OPEX KPIs that define the operational costs of the company

ANSWER: A

QUESTION NO: 14

The customer wants to improve operational expenditure and reduce the C02 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two.)

A. sustainability

B. credibility

C. time to market

D. business growth

E. cost efficiency

ANSWER: A E

Explanation:

Reference: https://www.tandfonline.com/doi/full/10.1080/17583004.2017.1386533
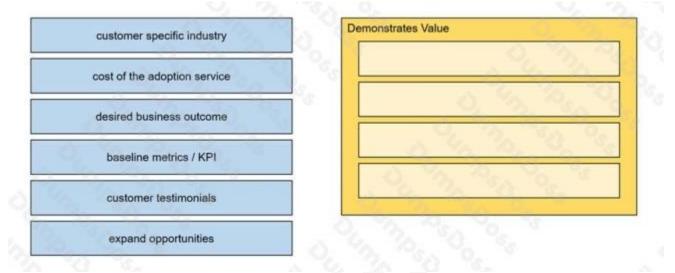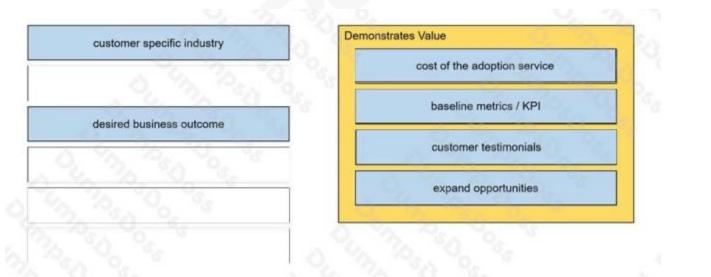
QUESTION NO: 15 - (DRAG DROP)

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	Demonstrates Value
cost of the adoption service	
desired business outcome	
baseline metrics / KPI	
customer testimonials	
expand opportunities	

ANSWER:

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

Explanation: