820-605 Dumps

Cisco Customer Success Manager

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NEW QUESTION 1
Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

A. increase in new subscribers or increase in end users
B. number of incidents reported or number of compliance issues
C. reduction in headcount or operational support costs
D. customer and employee feedback
E. number of activities completed or increase in direct time

Answer: E

NEW QUESTION 2
Which list of components of a Customer Success Quarterly Success Review is common?

A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for thenext quarter
B. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter
C. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Answer: C

NEW QUESTION 3
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. Quarterly Success Review build and delivery
B. service introduction to confirm that they know how to submit service issues at the go live
C. initial user group identified and their use cases confirmed
D. customer's stakeholders and their business outcomes
E. additional features that will align with the business outcomes

Answer: AD

NEW QUESTION 4
The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 5
The customer wants to reduce their exposure to security events. Which business outcome is critical to the company's success?

A. risk management
B. market growth
C. sustainability
D. cost efficiency

Answer: A

NEW QUESTION 6
What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

A. capability gap

B. financial gap
C. consumption gap
D. organizational gap

Answer: C

NEW QUESTION 7
Which method is directly associated with evaluating a customer outcome?

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

Answer: D

NEW QUESTION 8
A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?

A. Contact the services team and request that they reach out to the customer to address the solution
B. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine
C. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue
D. No action is needed because the customer will probably renew and you can address the issue after the renewal

Answer: B

NEW QUESTION 9
What is a financial implication of churn?

A. loss of revenue
B. increased production
C. reduced product utilization
D. contract expansion

Answer: A

NEW QUESTION 10
The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

A. risk management
B. credibility
C. business growth
D. cost efficiency
E. sustainability

Answer: CE

NEW QUESTION 10
The Customer Success Manager notices that their customer has delayed going into production. Which action does the Customer Success Manager consider?

A. Suggest that the customer replace their existing staff
B. Provide the customer with a chargeable deployment service
C. Re-enforce the time to value of the solution
D. Give the customer a discount on a future purchase

Answer: C

NEW QUESTION 12
Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

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

Answer: D

NEW QUESTION 14
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