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問題集

Exam : **820-605**

Title : Cisco Customer Success Manager (CSM)

Version : DEMO

1.A Customer Success Manager was assigned a strategic new account.

Which action prepares them for the customer introduction meeting?

A. Engage with the account team to understand the expansion opportunities.

B. Perform a deep analysis of all the sales orders to the past 24 months.

C. Document customer's current technical escalations.

D. Speak the internal contacts to understand the customer's priorities and sentiment.

Answer: C

2.What is a lagging indicator of the customer achieving the value proposition?

A. product deployment

B. contract renewal

C. decrease in the number of problem reports

D. movement to evaluate stage

Answer: C

Explanation:

Reference:

https://www.smartkarrot.com/resources/blog/customer-success-leading-and-lagging-indicators/

3.The customer has a new leadership team that expresses concern over the lack of adoption of a
purchased solution.

Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

A. Create a new Health Index dashboard with the Sales team.

B. Evaluate the customer's expertise in managing the purchased solution.

C. Examine solution pricing with the Renewals Manager.

D. Schedule Quarterly Business Review with the new leadership team.

E. Review the original business case and reassess desired outcomes with the new leadership team.

Answer: B,E

4.What is a common indicator of customer health?

A. number of services purchased

B. number of licenses purchased

C. customer satisfaction metric

D. amount of money spent on the solution

Answer: C

5.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

Answer: C