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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which of these is included in a success plan?

A. confidential customer information

B. customer business outcomes

C. customer HR processes

D. services cost

Correct Answer: B

QUESTION 2

Which action should be taken when new company leadership is forcing a competitor\'s solution?

A. Recheck the value realized by the current solution.

B. Demonstrate how the current solution is a lower-cost solution than competitors.

C. Hold an executive briefing to evaluate risks of the proposed solution.

D. Tell the new leadership about the long-standing relationship between two companies.

Correct Answer: A

QUESTION 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.

Correct Answer: DE

Review the original business case and reassess desired outcomes with the new leadership team, and Schedule Quarterly Business Review with the new leadership team.

QUESTION 4

What is a consideration in evaluating readiness for adoption?

A. Identify features or functions that are not deployed or underutilized.

B. Identify potential accelerators that could optimize performance.

C. Review customer acceptance test plan.

D. Validate that all required items have been purchased.

Correct Answer: C

QUESTION 5

Which scenario represents a use case expand opportunity?

A. usage KPIs are on target entering the fourth quarter

B. supplementary training sessions are organized on existing features

C. solution management team adds headcount

D. endpoint security solution extended to cover data center servers in addition to laptops

Correct Answer: D

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