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QUESTION & ANSWER

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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