

## CISCO CUSTOMER SUCCESS MANAGER (DTCSM) V2.2

### CISCO CUSTOMER SUCCESS MANAGER (DTCSM) V2.2

The Cisco Customer Success Manager (DTCSM) V2.2 course gives you the confidence and competence to fulfill the Customer Success Manager (CSM) role successfully, helping your customers realize value from their solutions and achieve their business outcomes. The course offers experiential learning through practical exercises using situations based on real-life use cases and case studies. In this highly interactive course, you can practice and gain confidence in fulfilling core tasks using best-practice tools and methodologies while receiving feedback from the facilitator and your peers.

This course is based on understanding the customer lifecycle and how to optimize that journey, increasing the value realized by the customer, and maximizing your likelihood to maintain their loyalty and renew or expand their business opportunities.

#### How you'll benefit

This class will help you:

- Develop skills and knowledge around the increasingly crucial CSM role, which drives organizational and business outcomes from technology solutions in customer engagements
- Understand key concepts and terminologies related to the CSM role
- Prepare for the 820-605 Cisco Customer Success Manager (CSM) exam. By passing this exam, you earn the Cisco Customer Success Manager Specialist certification

#### Why Attend with Current Technologies CLC

- Our Instructors are in the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

#### Who Should Attend

The primary audience for this course is as follows:

- Individuals preparing for the Cisco Customer Success Manager Specialist certification
- Individuals who have experience working with customers to determine, measure, and deliver business outcomes through the implementation of technology

#### Prerequisites

This course has no formal prerequisites, but we recommend that you have:

- Experience working with customers to determine, measure, and deliver business outcomes through the implementation of technology

#### Course Duration

3 days

#### Course Price

\$2,195.00 or 22 CLCs

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

## **OUTLINE**

Module 1: Transition to Subscription Economy

Module 2: Customer and Industry Trends

Module 3: Defining Customer Success and the CSM Role

Module 4: Engaging the Customer for Success

Module 5: Addressing Barriers

Module 6: Customer Success Management Activities

Module 7: Success Plan Elements

Module 8: Customer Success Management Activities