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Learning Style: On Demand

Technology: Cisco

Difficulty: Intermediate

Course Duration: 40 Hours

Cisco Customer Success Manager (DTCSM) v2.1 - On Demand



Course Information

About this course:

This course provides you the skills and competence to succeed in the Customer Success Manager (CSM) role successfully by being able to help your customers achieve their business outcomes by realizing value from their solutions.

This course is based on the concept of the customer lifecycle. It teaches you to increase the value realized by the customers and optimize their journey to maximize and maintain their loyalty.

Upon completing this course, you will be fully prepared to take the 820-605 Cisco Customer Success Manager (CSM) exam, passing which will get you the Cisco Customer Success Manager Specialist certification.

Course Objective:

You will be equipped with the following skills after taking this course:

- Describe the tools that the Customer Success Manager uses to ensure customer experience
- Describe the lifecycle approach to customer experience
- Describe the role of the Customer Success Manager

Audience:

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

Prerequisite:

There are no formal prerequisites for this course, but the following is recommended:

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

Course Outline:

Customer Success Concepts

Overview of the Customer Success Industry
Engaging with and Understanding the Customer

Enabling Success

Developing Customer Success Plans
Managing Stakeholders
Driving Utilization and Value
Monitoring Ongoing Customer Health (Health Index)
Expansion and Renewal Motions
Summary and Review

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