

## Cisco Customer Success Manager (DTCSM)

### COURSE OVERVIEW:

The Cisco Customer Success Manager (DTCSM) v2.1 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 the concept of 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. The course helps you prepare for the 820-605 Cisco® Customer Success Manager (CSM) exam. By passing this exam, you earn the Cisco Customer Success Manager Specialist certification.

This course 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 CSM exam, which earns the Cisco Customer Success Manager Specialist certification

### WHO WILL BENEFIT FROM THIS COURSE?

- 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 OBJECTIVES:

After taking this course, you should be able to:

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

### COURSE OUTLINE:

- Transition to Subscription Economy
- Engaging the Customer for Success
- Customer Success Management Activities

### **SUNSET LEARNING INSTITUTE (SLI) DIFFERENTIATORS:**

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

#### **Premiere World Class Instruction Team**

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience.
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

#### **Enhanced Learning Experience**

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

#### **Convenient and Reliable Training Experience**

- You have the option to attend classes at any of our established training facilities or from the convenience of your home or office with the use of our HD-ILT network (High Definition Instructor Led Training)
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

#### **Outstanding Customer Service**

- Dedicated account manager to suggest the optimal learning path for you and your team
- Enthusiastic Student Services team available to answer any questions and ensure a quality training experience