

DTCSM (CISCO CUSTOMER SUCCESS MANAGER) 2.2

Objetivo

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

P blico Alvo

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

Pr -Requisitos

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

Carga Hor ria

24 horas (3 dias).

Conte do Program tico

Outline

- Transition to Subscription Economy
 - o Customer and Industry Trends
 - o Defining Customer Success and the CSM Role
- Engaging the Customer for Success
 - o Engaging the Customer for Success
 - o Addressing Barriers
- Customer Success Management Activities
 - o Success Plan Elements
 - o Customer Success Management Activities

