

Cisco Customer Success Manager (DTCSM)

Price: 800

Duration 365 Days

Delivery Methods eLearning

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Overview

The duration of this course is 24 hours.

The Cisco Customer Success Manager (DTCSM) training 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 training offers experiential learning through practical exercises using situations based on real-life use cases and case studies. In this highly interactive training, 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 training 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.

This training prepares for the Cisco Customer Success Manager (820-605 CSM) v2.0 exam. If passed, you earn the Cisco Customer Success Manager Specialist certification.

How You'll Benefit

- This training 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

Who Should Enroll

- 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

Path Objectives

- 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

Learning Path Prerequisites

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

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

Learning Path Outline

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

Why Professionals Choose TOPTALENT?

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For questions

call:

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FAQ

What if I have to reschedule my class due to conflict?

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.