

Cisco Customer Success Manager Specialist (DTCSMS) v1.1

What you'll learn in this course

The **Cisco Customer Success Manager Specialist (DTCSMS) v1.1** course gives you the confidence and competence to fulfil the Customer Success Manager Specialist (CuSM) role successfully, helping customers navigate the process of deploying and maintaining products and solutions. 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 Cisco Adoption VALUE Framework™. It is broader in scope than the Cisco® CuSM Certification Blueprint and covers the essential skills, competencies, characteristics, and behaviors of the accomplished CuSM professional.

Course duration

- Instructor-led training: 3 days in the classroom

How you'll benefit

This course will help you:

- Develop your knowledge, skills, and competence, building upon the **Cisco Customer Success Manager Foundation (DTCSMF)** course
- Gain confidence in performing the common tasks and skills that make up the CuSM role through practical exercises and role plays
- Prepare for the Cisco Customer Success Manager Specialist certification

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, and who either have attended the **Cisco Customer Success Manager Foundation (DTCSMF)** course or are familiar and comfortable with its content

How to enroll

- For instructor-led training, visit [Cisco Learning Locator](#).
- For private group training, visit [Cisco Private Group Training](#).

Course details

Objectives

This advanced-level course focuses on:

- Developing your knowledge, skills, and competence beyond the **Cisco Customer Success Manager Foundation** (DTCSMF) course, to help you prepare for your CuSM role and give you the confidence you need to perform that role
- Expanding your real-world experience in a safe environment through practical exercises and role plays

Prerequisites

Before taking this course, you should:

- Have experience working with customers to determine, measure, and deliver business outcomes through the implementation of technology
- Recommended: Attend the **Cisco Customer Success Manager Foundation** (DTCSMF) course, especially if you have less than 2 years of experience in a customer success role

Outline

- Customer Engagement
 - Overview of the CuSM Role
 - Engaging with and Understanding the Customer
 - Developing Customer Success
- Enabling Success
 - Enabling and Influencing Customer Success
 - Driving Utilization and Value
 - Monitoring Ongoing Customer Health
 - Summary and Review
- Case Studies
- Cisco Value Framework




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