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Cisco Customer Success Manager (CSM) Training and Certification

Help your customers realize the full value of their investment

In the economy of digital offers and subscription-based product models, IT customers have more options than ever. They can switch to your competitors as easily as they signed up with you. To succeed in the high-tech sectors of business, you need a nimble responsiveness to the ultracompetitive industry. The most successful professionals seamlessly transition between client relations, brand advocates, and solutions architect. And for this, you need optimum training to acquire those skills to create strong relationships with customers.

The Cisco® Customer Success Manager (CSM) certification gives you the tools to help your customers achieve their goals all along the customer lifecycle, from planning to renewals. The certification has one exam and one training course to help you prepare. We offer the training course in two formats:

· Instructor-led, with real-time lectures and exercises held in-person or via video conference
· E-learning, so you can learn at your pace, and on your own schedule

Cisco Customer Success Manager certification is an investment that repays itself again and again in customer satisfaction, renewals, and new sales.

Benefits

· **Validate your skills** with helping customer achieve their business outcomes

· **Guide your customers** toward gaining the greatest value from your products

· **Increase renewal rates and revenue** along with customer satisfaction

· **Strengthen your customer relationships** at every stage of the customer lifecycle

· **Position yourself for advancement** in the fast-paced world of customer experience

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Take the next step

For more information, visit Cisco Customer Success Manager.

Customer relationships need attention and expertise

To earn your Cisco Customer Success Manager certification, you must pass the **820-605 Cisco Customer Success Manager (CSM)** exam.

The training course, **Cisco Customer Success Manager (DTCSM)**, can help you prepare. Instructor-led and e-learning versions of this course cover:

· Developing and integrating IT solutions

· Identifying adoption barriers and how to remove them

· Implementing adoption frameworks

· Interpreting customer usage data while leading customers to renewals

· Cultivating new sales opportunities through the entire customer lifecycle

This material gives you a solid framework and a core set of proven skills to strengthen your customer relationships, realize value, and achieve business outcomes.