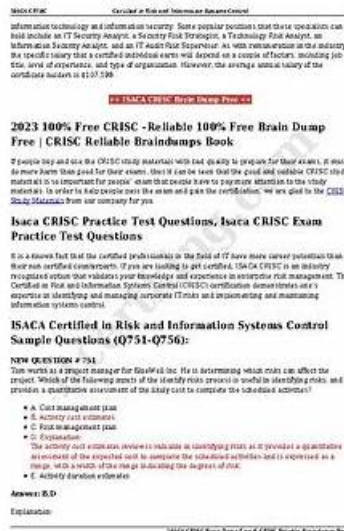# 820-605 Latest Braindumps Questions, 820-605 Reliable Braindumps

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Cisco 820-605 exam, also known as the Cisco Customer Success Manager (CSM) exam, is a certification exam that validates the skills and knowledge of professionals who wish to work in customer success roles in the information technology (IT) industry. 820-605 Exam is designed to test the candidate's proficiency in customer success principles and practices, as well as their ability to leverage Cisco technologies to deliver positive business outcomes for customers.

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Cisco Customer Success Manager Sample Questions (Q157-Q162):

NEW QUESTION # 157
You notice a decline over lime in your customer's usage of your product. Which action do you consider?

- A. Show the customer a comparison of the solution versus the competition.
- B. Tell the customer a new solution will soon be available.
- C. Re-assess the customer's business process and outline the capability of the solution.
- D. Carefully tell the customer to get more people to use your product.

Answer: B

NEW QUESTION # 158
Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

- A. Join the sales and marketing strategy meetings
- B. Observe the online image of the customer
- C. Review and update the success plan for ongoing activities
- D. No action is necessary as long as the health index is green
- E. Manage the service issues and escalations

Answer: C,E

Explanation:
Throughout the quarter, the Customer Success Manager should review and update the success plan for ongoing activities to ensure that it remains aligned with the customer's changing needs and goals. Additionally, managing service issues and escalations is crucial to support the customer by addressing any challenges promptly and effectively

NEW QUESTION # 159
From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. Understanding your customer's health directly enables renewals
- B. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- C. It gives the customer valuable insight so they can automatically renew critical on time
- D. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan

Answer: B

Explanation:
"Good and timely account health scores will logically drive accuracy into your renewal forecast.", not "directly enables renewals". Above that, the question starts with "From a Customer Success Perspective...". Renewal is a sales success. Customer success is about getting the value from the solution provided. Addressing experience is relevant.
https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/

NEW QUESTION # 160
Which two adoption outcomes are renewal indicators? (Choose two)

- A. training attendance
- B. optimized services
- C. solution discount
- D. customer testimonial
- E. payment schedule

Answer: D,E

NEW QUESTION # 161

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. renewal of solution subscription
- B. expansion of solution features
- C. purchase of a new solution
- D. expansion of solution services
- E. deployment of solution

Answer: B,E

Explanation:
Explanation/Reference:

NEW QUESTION # 162

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