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Cisco 820-605 certification exam is ideal for professionals who work in customer success roles, such as customer success managers, customer experience managers, and sales professionals. 820-605 exam covers various topics, including customer success management, customer journey, and customer advocacy. 820-605 Exam also covers topics such as customer health scoring, customer segmentation, and customer feedback management. Candidates who pass the exam will have the knowledge and skills required to manage customer success effectively.

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Cisco Customer Success Manager Sample Questions (Q148-Q153):

NEW QUESTION # 148

Refer to the exhibit. Which action should the Customer Success Manager take to improve the health index of Company A?

- A. Perform a marketing campaign and share the roadmap of new products.
- B. Analyze annual recurring revenue growth, renewal rates of other products, and timeliness of bill pay.
- C. Observe net promotor scores and how likely the customer is to recommend the products to someone else.
- D. Provide recommendations for training or suggest new features based on data analysis.

Answer: D

NEW QUESTION # 149

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

Answer:

Explanation:

NEW QUESTION # 150

Which analysis model is used to better understand the customer business environment?

- A. renewal contract
- **B. SWOT**
- C. dashboard
- D. RACI

Answer: B

NEW QUESTION # 151

What is a business adoption barrier?

- A. customer lacks technical knowledge
- B. services are unpurchased
- **C. solution is not implemented**
- D. lack of customer stakeholder

Answer: C

NEW QUESTION # 152

What is the best reason for documenting your customer's success?

- A. To provide expansion opportunities for your sales team
- B. To document roles and responsibilities for your project management
- **C. To establish KPI's that measure the success of your company's business**
- D. To provide awareness of the value achieved by the customer's purchased solution

Answer: C

Explanation:

Explanation/Reference:

NEW QUESTION # 153

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