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Introduction to Cisco 820-605: Cisco Customer Success Manager Exam

This **820-605 exam test** would test Field Engineers on their understanding of the FlexPod approach. This evaluation measures the candidate's awareness of configuring the FlexPod solution components and involves handling and troubleshooting certain components in a practical multi-hypervisor network. Around the same time, this analysis assesses the candidate's understanding of how the FlexPod approach aligns with the data center design.

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Cisco Customer Success Manager Sample Questions (Q113-Q118):

NEW QUESTION # 113
A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Advertise additional user training sessions throughout the organization.
- B. Conduct a survey to determine which collaboration solutions users are using.
- C. Have marketing write a blog post about the new solution.
- D. Block all alternative chat and video collaboration systems.
- E. Encourage the customer to purchase updated endpoints.

Answer: A,B

Explanation:

The Customer Success Manager should recommend conducting a survey to determine which collaboration solutions users are using to understand why there is a gap in engagement. Additionally, advertising additional user training sessions throughout the organization can help increase the utilization rate by ensuring users are aware of and know how to use the new solution.

NEW QUESTION # 114

What is a barrier to adopting software tools?

- A. commercial decision
- B. organization size
- C. limited resources
- D. recurring cost

Answer: C

NEW QUESTION # 115

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. Manage the service issues and escalations
- D. Review and update the success plan for ongoing activities
- E. No action is necessary as long as the health index is green

Answer: D,E

NEW QUESTION # 116

What are two examples of leveraging data to identify a customer barrier? (choose two)

- A. reviewing installed base details
- B. consulting the health index
- C. noting change in customer executive team
- D. evaluating feedback from the customer operations team
- E. providing training recommendations

Answer: B,D

NEW QUESTION # 117

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. capability gap
- B. organizational gap
- C. consumption gap
- D. financial gap

Answer: C

NEW QUESTION # 118

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