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Cisco 820-605 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Customer Lifecycle Management and Value Realization	20%	- Demonstrating value and ROI to customers - Health score assessment and risk management - Engagement models and touchpoints across the lifecycle - Usage data analysis and insight generation
Topic 2: Adoption Barrier Identification and Management	25%	- Strategies to remove or mitigate adoption obstacles - Identifying technical, operational, and organizational barriers - Implementing adoption acceleration frameworks - Monitoring and reporting adoption progress
Topic 3: Success Plan Creation and Development	25%	- Defining measurable business outcomes and success criteria - Building comprehensive success plans - Aligning solutions with customer goals - Customer discovery and requirement analysis
Topic 4: Renewal and Expansion Opportunities	15%	- Identifying expansion and cross-sell/upsell opportunities - Driving successful renewals and contract extensions - Building long-term customer loyalty and advocacy
Topic 5: Customer Success Industry and Framework	15%	- Cisco customer success methodology - Core concepts and value of customer success - Roles and responsibilities of a Customer Success Manager

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Cisco Customer Success Manager Sample Questions (Q87-Q92):

NEW QUESTION # 87

Refer to the exhibit. Based on the stage and health reflected, what must be the first priority of the success plan?

Account Baseline									
Success Priorities	Solution	Stage and health							
Drive cost down while improving operational efficiencies	Product A	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product B	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product C	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product D	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product E	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product F	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	
	Product G	Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize	

- A. Identify and document barriers that impact product C.
- B. Contact and collaborate with the individuals involved in the onboarding of product E.
- C. Offer and encourage the opportunity for the customer to participate in a success story for product
- D.
- E. Design and propose a discount on product G.

Answer: A

NEW QUESTION # 88

What is the main objective of customer success?

- A. customer's return on investment
- B. outcomes customers are trying to achieve
- C. customer's reduction of risk
- D. known and unknown features of our product and solutions

Answer: B

NEW QUESTION # 89

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	

Answer:

Explanation:

business outcomes	detailed training plan
confidential customer information	key initiatives
customer financial statements	customer financial statements
detailed training plan	
key initiatives	
QSR review dates	

NEW QUESTION # 90
Refer to the exhibit.

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	I	A

What is the problem with this RACI example?

- A. More stakeholders should be involved.
- B. No one has multiple roles.
- C. Every task should have four people consulted.
- **D. Too many people are accountable for this task.**

Answer: D

Explanation:

In a RACI chart, which stands for Responsible, Accountable, Consulted, and Informed, the best practice is to have only one person accountable for each task to ensure clear ownership and avoid confusion. The image shows that three different stakeholders (Stakeholders 2, 4, and 6) are marked as accountable ('A') for Project Task 1, which is not recommended as it can lead to accountability issues and dilute the clarity of who is ultimately answerable for the task's completion. References: Best practices in project management and RACI chart guidelines.

NEW QUESTION # 91

What is a technical adoption barrier?

- A. customer not measuring product value
- **B. lack of integration with other products**
- C. untrained customer user group
- D. underutilization of licenses

Answer: B

NEW QUESTION # 92

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