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## 100% Pass Quiz 2026 820-605: Cisco Customer Success Manager High Hit-Rate Detailed Study Plan

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Upon successful completion of the Cisco 820-605 Exam, candidates will receive the Cisco Customer Success Manager certification, which will open up new career opportunities and demonstrate their expertise in customer success management. Cisco Customer Success Manager certification will also enable them to provide better service and support to their customers, which can lead to increased customer loyalty and revenue growth.

Cisco Customer Success Manager certification is intended for professionals who work with customers to ensure their success with Cisco solutions. Cisco Customer Success Manager certification is ideal for customer success managers, account managers, sales engineers, and business development managers. Cisco Customer Success Manager certification helps professionals to enhance their skills and knowledge in customer success management and enables them to provide better services to customers, leading to increased customer satisfaction and loyalty.

## **Cisco Customer Success Manager Sample Questions (Q99-Q104):**

### **NEW QUESTION # 99**

What is a financial implication of churn?

- A. expansion of contract
- **B. decrease in subscription**
- C. increase in service level
- D. decrease in discounts

**Answer: B**

Explanation:

A decrease in subscription is a direct financial implication of churn, as it represents a loss of recurring revenue from customers who discontinue their service.

### **NEW QUESTION # 100**

What is a type of expansion opportunity?

- A. positive customer sentiment
- B. using latest release versions
- **C. additional user groups**
- D. strong stakeholder communication

**Answer: C**

Explanation:

A type of expansion opportunity is the addition of user groups. This can occur when a solution is adopted by new departments or teams within the customer's organization, leading to an increased number of users and potentially more licenses or services required.

### **NEW QUESTION # 101**

How should a Customer Success Manager resolve a customer's skill gap for a new product?

- **A. Deliver skills required by role with associated training for the product**
- B. Create a blog post to publish on the company's engineering community website
- C. Email a technical material link to customer stakeholders
- D. Allow the customer time to initiate action to address skill gaps on their terms

**Answer: A**

Explanation:

To resolve a customer's skill gap for a new product, a CSM should deliver the skills required by role with associated training for the product. This approach ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the

new product, leading to better adoption and utilization2.

### NEW QUESTION # 102

In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

- A. The adoption campaign surveys all end users for product feedback.
- B. The adoption campaign provides free user training.
- C. The adoption campaign provides free trial licenses for feature upgrades.
- D. The adoption campaign provides notifications of new feature releases.
- E. The adoption campaign notifies customers of a critical bug.

**Answer: C,D**

### NEW QUESTION # 103

Which activity should happen after successful customer value realization?

- A. Fully engage in a feature planning session for the future.
- B. Identify lessons learned and see how the engagement time can be shortened.
- C. Publish a case study that presents the customer success story.
- D. Review usage, potential roadblocks, and bottlenecks to product engagement.

**Answer: B**

Explanation:

After successful customer value realization, it is important to identify lessons learned and explore ways to shorten engagement time for future projects. This helps in refining the process and delivering value more efficiently. References: Continuous improvement processes within the Customer Success framework emphasize learning from each engagement to enhance future performance.

### NEW QUESTION # 104

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