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Cisco 820-605 certification exam is designed for professionals who aspire to become customer success managers in the IT industry. 820-605 exam tests the candidate's knowledge and understanding of customer success methodologies, customer success metrics, and customer success technology. Successful candidates will have the skills necessary to help customers achieve their business objectives by leveraging technology solutions and services.

Cisco 820-605 Certification Exam, also known as the Cisco Customer Success Manager certification exam, is designed to validate the skills and knowledge of individuals who are responsible for managing customer relationships in a technology-based organization. Cisco Customer Success Manager certification is ideal for professionals working in customer success, account management, sales, and technical support roles.

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Cisco Customer Success Manager Sample Questions (Q33-Q38):

NEW QUESTION # 33
During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription. Which barrier must the CSM overcome?

- A. technical
- B. data
- C. business
- D. operational

Answer: C

NEW QUESTION # 34
Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

- A. KPI that will be improved by the new product solution
- B. current existing products that are being displaced by the solution
- C. current configuration guide of the product solution
- D. product use case that will achieve the desired outcome

Answer: D

NEW QUESTION # 35
A large university has deployed a new IT solution designed to improve the overall student and staff experience Which approach to measure success is the best?

- A. Implement staff Super Users to provide feedback
- B. Twice yearly student and staff surveys with two questions related to IT
- C. Combination of tailored surveys and IT tools-based metrics.
- D. Measure the number of complaints raised by students.

Answer: B

NEW QUESTION # 36
Refer to the exhibit. What does this health score indicate?

- A. The customer needs to consume more of this product.
- B. The customer is unlikely to advocate for this product.
- C. The customer needs to purchase more licenses.
- D. The customer is unlikely to renew this license.

Answer: B

NEW QUESTION # 37
Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide training content to address current and existing barriers.

- B. Provide break-fix support for technical problems experienced or observed by the customer.
- C. Provide a detailed cost structure for the management team.
- D. Provide direct and in-depth technical expertise upon customer request.

Answer: A

Explanation:
When a customer moves from the Implement to the Use stage in the lifecycle, it is crucial for a Customer Success Manager to provide training content that addresses both current and existing barriers. This action ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the product, leading to better adoption and utilization1.

NEW QUESTION # 38

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