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Passing the Cisco 820-605 exam is not an easy task. 820-605 exam requires the candidates to have a deep understanding of customer success management concepts and skills. Therefore, the candidates need to have hands-on experience in working with customers, as well as extensive knowledge of Cisco products and solutions. However, passing 820-605 Exam is worth the effort, as it opens up new career opportunities and helps the candidates gain recognition as customer success management professionals.

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

NEW QUESTION # 33

What is a key driver that is creating the need for customer success?

- A. portfolio management
- B. advanced specializations
- C. subscription economy

- D. financial resources

Answer: C

NEW QUESTION # 34

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- **C. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize those solutions to get the value they intended.**
- D. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.

Answer: C

NEW QUESTION # 35

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Account Manager
- B. Renewals Manager
- **C. Customer Success Manager**
- D. Product Sales Specialist

Answer: C

NEW QUESTION # 36

What is the customer success objective of a Quarterly Success Review?

- A. Introduce new products and services.
- B. Create a success plan.
- C. Evaluate renewal contract.
- **D. Align work effort to outcomes.**

Answer: D

Explanation:

The customer success objective of a Quarterly Success Review is to align work effort to outcomes. This involves reviewing the efforts made during the quarter and ensuring they are in line with the desired business outcomes.

NEW QUESTION # 37

Who confirms the use cases targeted in a Customer Success Plan?

- **A. primary customer stakeholder**
- B. Customer Success Manager
- C. customer enterprise architect
- D. account team sales lead

Answer: A

NEW QUESTION # 38

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