

2025 Fantastic Cisco 820-605: Cisco Customer Success Manager Mock Exam



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Cisco 820-605 is an examination that measures the knowledge and skills of candidates in managing customer success in the technology industry. 820-605 exam is designed to test the proficiency of candidates in the areas of customer success principles, practices, and metrics. Passing 820-605 exam is a key step towards becoming a certified Cisco Customer Success Manager.

Cisco 820-605 Exam encompasses a broad range of topics, including customer success principles, planning and adoption, driving adoption, customer success management, and business outcomes. It also covers Cisco's portfolio of solutions, including software, hardware, and services. 820-605 exam consists of 60-70 multiple-choice questions and lasts for 90 minutes.

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Cisco Customer Success Manager Sample Questions (Q59-Q64):

NEW QUESTION # 59

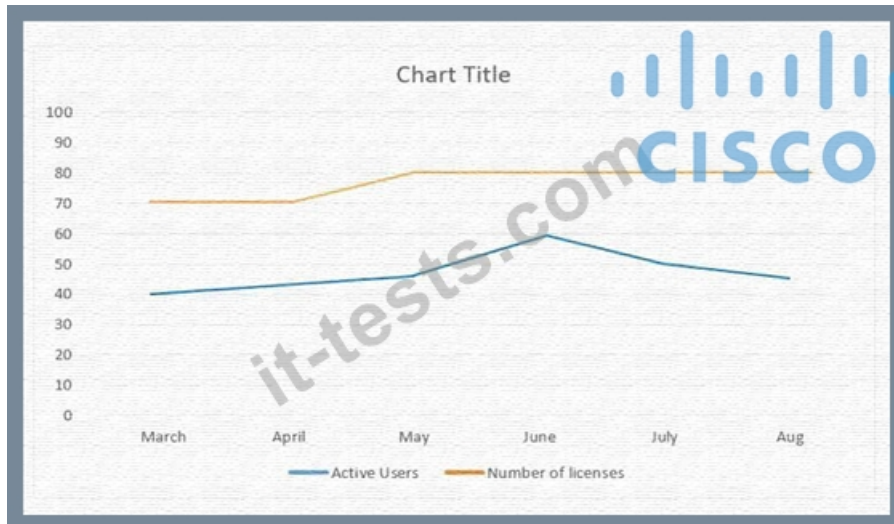
What is a barrier to adopting software tools?

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

Answer: A

NEW QUESTION # 60

Refer to the exhibit.



The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer has increased usage, which shows a strong indicator of renewal
- B. The customer has a high probability to renew and will include an expanded opportunity
- C. The customer's usage has seen a recent decline and the chance of them churning will be higher
- D. The customer's usage is too low to correctly measure the chance of their retention

Answer: C

Explanation:

The graph indicates that while the number of licenses purchased by the customer has remained constant, the number of active users has significantly declined after a peak in June. This suggests that the customer's engagement with the product is decreasing, which could lead to a higher risk of churn as the value perceived from the product diminishes. References: Customer engagement and retention strategies often highlight the importance of monitoring active usage as a key indicator of customer satisfaction and likelihood of renewal.

NEW QUESTION # 61

What is Quarterly Success Review?

- A. gap analysis that focuses on the state of the customer's current architecture.
- B. technical analysis that outlines the implementation plan and adoption barriers.
- C. a conversation that outlines key initiatives that are agreed upon in the success plan.
- D. new success plan that focuses on the upcoming goals for the customer.

Answer: C

NEW QUESTION # 62

Which of these is included in a success plan?

- A. confidential customer information
- B. customer business outcomes
- C. services cost
- D. customer HR processes

Answer: C

NEW QUESTION # 63

Which two actions are critical when communicating with customer executives? (Choose two.)

- A. Focus on technical details.
- B. Sell the latest service offerings.
- C. Focus on the value.
- D. Target executive priorities.
- E. Communicate the sales team's plan.

Answer: C,D

Explanation:

The two critical actions when communicating with customer executives are targeting executive priorities and focusing on the value. When engaging with executives, it's essential to align the conversation with their strategic priorities and demonstrate how the solutions or services can help achieve those priorities.

Additionally, emphasizing the value that the services or products will bring to their business is crucial. This approach helps in establishing a connection with the executives' business objectives and showcases the direct benefits of the offerings.

References:

*Cisco's official page on Customer Success Manager certification¹.

*Cisco Customer Success Manager (DTCSM) course details².

*Cisco blog on breaking down silos to unlock the full potential of Customer Success³.

NEW QUESTION # 64

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