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Cisco 820-605 Exam covers various topics related to customer success management. These topics include understanding the customer's business, identifying customer needs, mapping customer needs to Cisco solutions, and ensuring customer success. 820-605 exam also covers customer success metrics, such as customer satisfaction, customer retention, and customer loyalty. Moreover, the exam assesses the candidates' skills in developing and executing customer success plans, as well as in managing customer relationships.

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Cisco Customer Success Manager Sample Questions (Q127-Q132):

NEW QUESTION # 127

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

Answer: A

NEW QUESTION # 128

Which expense is an operating expense (OPEX)?

- A. software
- B. office improvements
- C. payroll
- D. computer equipment

Answer: C

NEW QUESTION # 129

What is a lagging indicator of the customer achieving the value proposition?

- A. contract renewal
- B. decrease in the number of problem reports
- C. movement to evaluate stage
- D. product deployment

Answer: B

NEW QUESTION # 130

A customer recently reached the Use Stage for Network Provisioning and Operations in the Data Center Network solution domain. Which action should be recommended?

- A. Understand the architecture of the purchased solution.
- B. Learn the solution concepts.
- C. Overview the security of the purchased solution and policy best practices.
- D. Become familiar with the fundamentals of the purchased solution.

Answer: A

Explanation:

When a customer reaches the Use Stage for Network Provisioning and Operations in the Data Center Network solution domain, the recommended action is to understand the architecture of the purchased solution. This understanding is crucial as it allows the customer to fully utilize the features and capabilities of the solution, ensuring they can optimize their network operations effectively. It also enables them to identify areas where they can improve efficiency and performance, which is essential for achieving the desired outcomes from their investment in the technology.

References:

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

*Lifecycle Advantage blog by Cisco, highlighting the importance of overcoming adoption barriers and helping customers progress through the lifecycle journey².

*CSM Exam Overview on Cisco Learning Network, which outlines the knowledge and skills tested in the exam

NEW QUESTION # 131

Refer to the exhibit.



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

Answer: B

NEW QUESTION # 132

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