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Cisco 820-605 certification exam is designed for professionals who are interested in becoming a Cisco Customer Success Manager (CSM). Cisco Customer Success Manager certification validates the candidate's skills and knowledge in the areas of customer success, customer experience, and sales processes. The CSM role is critical in ensuring customer satisfaction and retention for Cisco products and services, and 820-605 exam helps candidates demonstrate their expertise in these areas.

Cisco 820-605 exam is a 90-minute test that consists of 60-70 multiple-choice questions. 820-605 Exam is conducted in English and is available online or at a Pearson VUE testing center. Cisco Customer Success Manager certification exam assesses the candidate's knowledge and skills related to various topics such as customer success management, customer experience, customer journey mapping, and customer analytics. 820-605 exam also evaluates the candidate's understanding of Cisco products and services, including Cisco's collaboration, security, and networking solutions.

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Up to now our 820-605 real exam materials become the bible of practice material of this industry. Ten years have gone, and three versions have been made for your reference. They made the biggest contribution to the efficiency and quality of our Cisco Customer Success Manager practice materials, and they were popularizing the ideal of passing the exam easily and effectively. All 820-605 Guide prep is the successful outcomes of professional team.

Cisco Customer Success Manager Sample Questions (Q120-Q125):

NEW QUESTION # 120

You notice a decline over time in your customer's usage of your product. Which action do you consider?

- A. Show the customer a comparison of the solution versus the competition.
- B. Tell the customer a new solution will soon be available.
- C. Carefully tell the customer to get more people to use your product.

- D. Re-assess the customer's business process and outline the capability of the solution.

Answer: B

NEW QUESTION # 121

What is the best reason for documenting your customer's success?

- A. To document roles and responsibilities for your project management.
- B. To establish KPI'S that measure the success of your company's business.
- C. To provide expansion opportunities for your sales team.
- D. To provide awareness Of the value achieved by the customer's purchased solution.

Answer: D

NEW QUESTION # 122

What is Quarterly Success Review?

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

Answer: B

NEW QUESTION # 123

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics. Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.

Answer:

Explanation:

NEW QUESTION # 124

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Customer Success Specialist
- B. Technical Engineer
- C. Sales Engineer
- D. Solution Product Manager

Answer: B

Explanation:

The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need to be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

NEW QUESTION # 125

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