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Cisco 820-605 Exam covers a range of topics related to customer success management, including customer success principles, customer journey mapping, customer experience design, customer insights and analytics, and customer success operations. In addition, the exam also covers Cisco technologies and solutions that are commonly used in customer success management, such as Cisco Collaboration solutions, Cisco Customer Experience solutions, and Cisco Security solutions.

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What is the duration, language, and format of Cisco 820-605: Cisco Customer Success Manager Exam

- Format: Multiple choices, multiple answers
- Number of Questions: 45 - 55
- Length of Examination: 90 minutes
- Passing Score 80%
- Language - English

Cisco Customer Success Manager Sample Questions (Q60-Q65):

NEW QUESTION # 60
You notice a decline over time in your customer's usage of your product.
Which action do you consider?

- A. Re-assess the customer's business process and outline the capability of the solution
- B. Carefully tell the customer to get more people to use your product
- C. Show the customer a comparison of the solution versus the competition
- D. Tell the customer a new solution will soon be available

Answer: A

NEW QUESTION # 61

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- A. sales account plan
- B. support tickets reports and diagnostic information
- C. questions to validate the interpreted analytical data
- D. customer annual report and quarterly business reviews
- E. detailed contract inventory

Answer: C,E

NEW QUESTION # 62

Which two actions are in adoption campaign? (Choose two.)

- A. renewal reminder to stakeholders
- B. messaging to stakeholders on the new features of their solution
- C. messaging to stakeholders on new product releases
- D. survey sent to all end users
- E. messaging to users on best practice approaches to their solution

Answer: B,E

Explanation:
Adoption campaigns typically include actions such as messaging users about best practices for their solutions to encourage proper and effective use, and informing stakeholders about new features that could enhance their solution's value. References: Cisco Customer Success Manager documentation and best practices in adoption campaigns emphasize the importance of educating users and stakeholders to drive solution adoption and utilization.

NEW QUESTION # 63

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

- A. financial resources
- B. advanced specializations
- C. portfolio management
- D. subscription economy

Answer: D

Explanation:
The key driver creating the need for customer success is B, the subscription economy. In a subscription-based business model, the ongoing satisfaction and retention of customers are paramount, necessitating a dedicated focus on customer success to ensure continuous value delivery and renewal

NEW QUESTION # 64

Refer to the exhibit.

Which action should the Customer Success Manager take to improve the health index of Company A?

- A. Observe net promoter scores and how likely the customer is to recommend the products to someone else.
- B. Provide recommendations for training or suggest new features based on data analysis.
- C. Analyze annual recurring revenue growth, renewal rates of other products, and timeliness of bill pay.
- D. Perform a marketing campaign and share the roadmap of new products.

Answer: B

Explanation:
To improve the health index of Company A, the Customer Success Manager should focus on the areas where the scores are low. Given that Company A has a low Utilization Score, providing recommendations for training could help increase product usage. Additionally, suggesting new features that align with the company's needs, based on data analysis, could enhance the perceived value of the product and improve the Health Index. References: Cisco Customer Success Manager documentation and best practices recommend focusing on training and feature adoption as key strategies for improving customer health scores and overall satisfaction.

NEW QUESTION # 65

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