

# 820-605 Study Center - 820-605 Key Concepts



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### Cisco Customer Success Manager Sample Questions (Q71-Q76):

#### NEW QUESTION # 71

Which element of the renewal risk analysis is associated with a customer's requests to maintain existing pricing?

- A. value realization
- B. adoption barriers
- C. competitive differentiation
- D. customer budget

**Answer: C**

#### NEW QUESTION # 72

Which action does a Customer Success Manager take when the customer has technical questions at an onsite Quarterly Review meeting?

- A. Answer the questions as best they can and plan an onsite follow-up training.
- B. Modify the meeting agenda and call in a technical resource.
- C. Identify potential adoption challenges related to technical questions and schedule a meeting to address these questions.

- D. Request the customer to open a support case.

**Answer: C**

Explanation:

When a customer has technical questions at an onsite Quarterly Review meeting, the appropriate action for a Customer Success Manager (CSM) is to identify potential adoption challenges related to the technical questions and schedule a meeting to address these questions. This approach ensures that the customer's concerns are acknowledged and that a dedicated session is arranged to provide thorough answers and solutions. It also allows the CSM to prepare adequately and involve the necessary technical resources to address the customer's needs effectively.

#### **NEW QUESTION # 73**

In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

- A. The adoption campaign provides notifications of new feature releases.
- B. The adoption campaign provides free trial licenses for feature upgrades.
- C. The adoption campaign notifies customers of a critical bug.
- D. The adoption campaign provides free user training.
- E. The adoption campaign surveys all end users for product feedback.

**Answer: A,B**

Explanation:

An adoption campaign can identify expansion opportunities by notifying customers of new feature releases and providing free trial licenses for feature upgrades. These actions can encourage customers to explore additional functionalities and potentially adopt them, leading to expansion. References: Adoption campaign strategies that aim to increase customer engagement with new features and upgrades, potentially leading to expanded use of the solution.

#### **NEW QUESTION # 74**

What is the value proposition of customer success for customers?

- A. incremental rewards
- B. technical assistance prioritization
- C. business vision support
- D. external publicity

**Answer: B**

#### **NEW QUESTION # 75**

Which type of analytics has telemetry that demonstrates the customer's use of the software and actions to date?

- A. prescriptive
- B. predictive
- C. diagnostic
- D. descriptive

**Answer: D**

#### **NEW QUESTION # 76**

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