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The Cisco 820-605 certification exam offers a great opportunity for professionals to demonstrate their expertise and knowledge level. In return, they can become competitive and updated with the latest technologies and trends. To do this they just need to enroll in Cisco 820-605 Certification Exam and have to put all efforts and resources to pass this challenging 820-605 exam.

Cisco 820-605 exam is an essential certification exam for customer success managers who work with Cisco solutions. Cisco Customer Success Manager certification exam is designed to validate the candidate's skills and knowledge related to customer success management, customer experience, and Cisco's products and services. Cisco Customer Success Manager certification helps professionals to differentiate themselves in the competitive job market and provides them with better career opportunities.

Upon successful completion of the Cisco 820-605 Exam, candidates will receive the Cisco Customer Success Manager certification, which will open up new career opportunities and demonstrate their expertise in customer success management. Cisco Customer Success Manager certification will also enable them to provide better service and support to their customers, which can lead to increased customer loyalty and revenue growth.

Cisco Customer Success Manager Sample Questions (Q98-Q103):

NEW QUESTION # 98

Refer to the exhibit.

What is the problem with this RACI example?

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

Answer: D

NEW QUESTION # 99

Which list of components of a Customer Success Quarterly Success Review is common?

- A. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter
- B. **results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter**
- C. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter
- D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Answer: B

NEW QUESTION # 100

What is the financial implication of churn?

- A. **reduced revenue**
- B. increased renewal value
- C. reduced technology footprint
- D. increased user licensing

Answer: A

Explanation:

The financial implication of churn is reduced revenue. When customers discontinue their subscriptions or stop purchasing products, the company's revenue decreases. References: Financial analyses related to customer churn highlight the direct impact on revenue, emphasizing the importance of retaining customers to maintain financial stability.

NEW QUESTION # 101

Refer to the exhibit.

What is the problem with this RACI example?

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

Answer: D

Explanation:

In a RACI chart, which stands for Responsible, Accountable, Consulted, and Informed, the best practice is to have only one person accountable for each task to ensure clear ownership and avoid confusion. The image shows that three different stakeholders (Stakeholders 2, 4, and 6) are marked as accountable ('A') for Project Task 1, which is not recommended as it can lead to accountability issues and dilute the clarity of who is ultimately answerable for the task's completion. References: Best practices in project management and RACI chart guidelines.

NEW QUESTION # 102

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Address and resolve all technical issues.
 - B. Review the original business case and reassess desired outcomes with the new leadership.
 - C. Offer discounts on new products to gain the interest of the new leadership.
 - D. Review the original sales proposal with the sales team.
 - E. Evaluate the customer's expertise in managing the purchased solution.

Answer: A,B

Explanation:

To mitigate the risk of lack of adoption with a new leadership team, the Customer Success Manager must address and resolve all technical issues that may be hindering adoption and review the original business case to reassess desired outcomes with the new leadership. These activities ensure that any obstacles to successful adoption are removed and that the new leadership's goals and expectations are aligned with the solution's capabilities

NEW QUESTION # 103

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