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Cisco 820-605 exam consists of 60-70 questions and has a duration of 90 minutes. 820-605 exam tests a candidate's understanding of various customer success management concepts, including identifying customer needs, developing customer success plans, and measuring customer success. 820-605 Exam also covers topics such as managing customer expectations, driving customer adoption, and delivering customer value.

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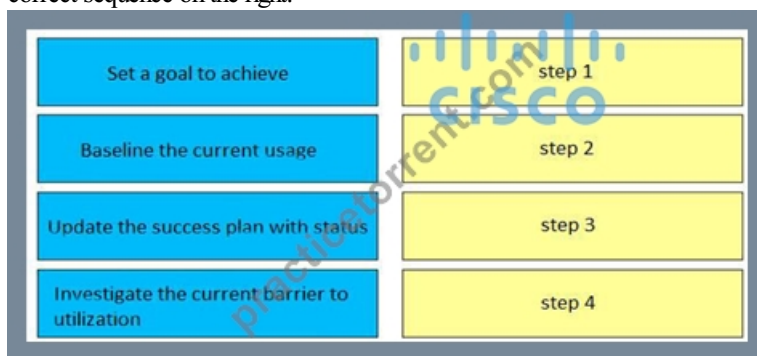
Cisco Customer Success Manager (CSM) Exam, also known as the 820-605 Exam, is a certification exam offered by Cisco. 820-605 exam is designed to test the knowledge and skills of professionals who work as customer success managers, account managers, or sales engineers in the technology industry. It is a globally recognized certification that validates the expertise of professionals in the field of customer success management.

Cisco 820-605 exam, also known as the Cisco Customer Success Manager (CSM) exam, is a certification exam that validates the skills and knowledge of professionals who wish to work in customer success roles in the information technology (IT) industry. 820-605 Exam is designed to test the candidate's proficiency in customer success principles and practices, as well as their ability to leverage Cisco technologies to deliver positive business outcomes for customers.

Cisco Customer Success Manager Sample Questions (Q123-Q128):
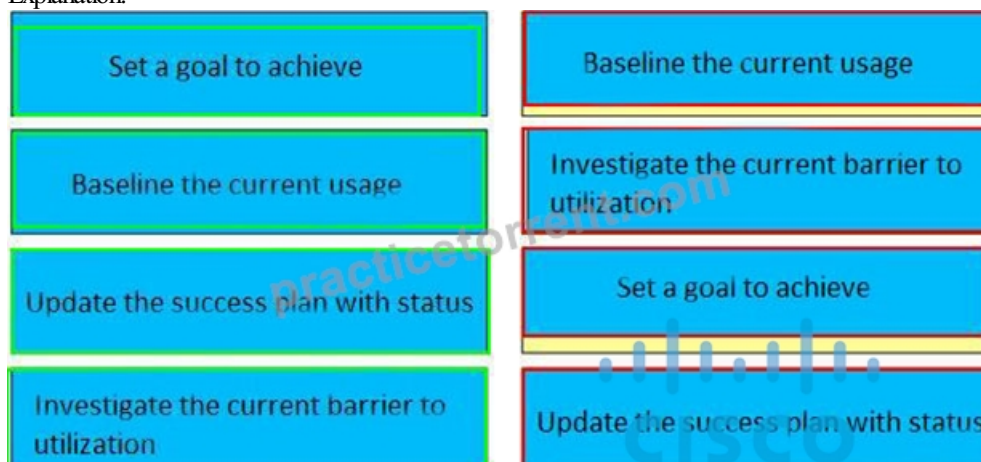
NEW QUESTION # 123

The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Answer:

Explanation:

NEW QUESTION # 124

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. deployment of solution
- B. purchase of a new solution
- C. expansion of solution services
- D. expansion of solution features
- E. renewal of solution subscription

Answer: C,D

Explanation:
Expansion opportunities within customer success include the expansion of solution features and services.
These opportunities arise when customers see the value in adding more features or services to their existing solutions to enhance their capabilities or meet additional business needs. References: Strategies for identifying and capitalizing on opportunities to expand the scope of solutions provided to customers, leading to increased value and customer satisfaction.

NEW QUESTION # 125

Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago.
The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. network utilization, number of meetings user initiated, number of users
- B. number of users registered, number of meetings user initiated, number of meetings user joined
- C. number of users registered, service logs, number of users
- D. number of users registered, bandwidth utilization, number of training sessions user joined

Answer: B

Explanation:
The critical reports for the meeting with the Director of IT Policy and Governance to address the CIO's dissatisfaction would include the number of users registered, the number of meetings user initiated, and the number of meetings user joined. These reports will provide insights into user engagement and utilization of the collaboration solution5.

NEW QUESTION # 126
In which lifecycle stage would a lack of skilled resources be identified as a barrier?

- A. early-stage adoption
- B. sales proof of concept
- C. solution renewal
- D. late-stage adoption

Answer: A

Explanation:
A lack of skilled resources would typically be identified as a barrier in the early-stage adoption of a lifecycle. This is when the initial implementation and user training occur, and the need for skilled resources is critical to ensure successful adoption

NEW QUESTION # 127
You are a Customer Success Manager and have just been assigned a strategic new account.
Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Speak the internal contacts to understand the customer sentiment and outstanding escalations
- B. Perform a deep analysis of all the sales orders to the past 24 months
- C. Engage with the account team to understand the expansion opportunities
- D. Build an understanding of your customer's business and market trends and priorities

Answer: D

NEW QUESTION # 128
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