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Cisco 820-605 Certification is highly valued in the industry, as it demonstrates a candidate's ability to effectively manage customer relationships and drive business results. Cisco Customer Success Manager certification is particularly relevant in today's technology landscape, where organizations are increasingly focused on customer success and service delivery. Achieving this certification can help professionals stand out in a competitive job market and open up new career opportunities.

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Cisco Customer Success Manager Sample Questions (Q118-Q123):

NEW QUESTION # 118
What is the value proposition of customer success for customers?

- A. reduction of risk
- B. reduced time to value
- C. impacting business outcomes
- D. expansion opportunities

Answer: B

Explanation:
The value proposition of customer success for customers is the reduced time to value. Customer success initiatives aim to help customers achieve their desired outcomes faster and more efficiently, thereby reducing the time it takes for them to realize value from their investment1.

NEW QUESTION # 119
The executive team decided to purchase 500 licenses to reduce costs and replace the existing solution, which has been in place for the last 10 years. The end-users were not consulted. Three months into the project, reports show the consumption analytics indicate a high usage of the old system and only 75 licenses active in the new software. Which two adoption barriers must be investigated? (Choose two)

- A. business misalignment
- B. lack of communication
- C. lack of common features
- D. purchase policy process
- E. limited telemetry

Answer: B,D

NEW QUESTION # 120
Which two actions should be taken when a customer's usage is in decline? (Choose two.)

- A. Identify changes in the customer's business processes.
- B. Assess the capabilities of the solution against the customer's desired outcomes.
- C. Tell the customer a new solution will soon be available.
- D. Review the implementation plan with key customer leadership.
- E. Show the customer how the current solution compares to the offers from a competitor.

Answer: A,B

NEW QUESTION # 121
Which scenario is a business adoption barrier?

- A. The customer lacks technical expertise.
- B. The customer has issues with configuration and compatibility.
- C. The customer cannot measure value achieved.
- D. The customer is unaware of the features of the solution.

Answer: D

NEW QUESTION # 122
The customer purchased a solution with a specific use case in mind but has not yet expressed interest in additional use cases. Which two actions gain their commitment to add use cases?
(Choose two.)

- A. Identify target outcomes based on known challenges to demonstrate how a new use case could help achieve them.
- B. Recognize tools that compete with the expansion opportunity and offer discounts to switch.
- C. Conduct a discovery session to uncover their additional pain points.
- D. Provide additional training on the current use case to drive adoption.
- E. Present case studies that outline the benefits they achieved and highlight compelling metrics.

Answer: A,D

NEW QUESTION # 123

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