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There are many merits of our product on many aspects and we can guarantee the quality of our Cisco Customer Success Manager 820-605 practice engine. Firstly, our experienced expert team compile them elaborately based on the real exam. Secondly, both the language and the content of our Cisco 820-605 Study Materials are simple.

Cisco 820-605 Exam is designed to test the knowledge and skills of individuals who want to become Cisco Customer Success Managers. A Cisco Customer Success Manager is responsible for ensuring that customers achieve their desired outcomes by adopting and utilizing Cisco products and services. 820-605 exam is intended for individuals who work in a customer success management role or are looking to transition into this field.

Cisco Customer Success Manager certification is highly sought after in the industry, as it demonstrates the candidate's ability to provide exceptional customer service and support. Cisco Customer Success Manager certification is ideal for professionals who are responsible for managing customer relationships and ensuring customer satisfaction with Cisco products and services.

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Cisco Customer Success Manager Sample Questions (Q19-Q24):

NEW QUESTION # 19

Which activity reduces the risk of churn?

- A. expanding the customer footprint
- B. providing a discount on renewal
- C. educating on product features
- D. lowering the service level

Answer: A

NEW QUESTION # 20

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 # 21

A customer's call center unexpectedly moved from in-person to remote operations and discovered that agents could no longer record their calls. The customer escalates this problem to their Customer Success Manager and requests a resolution. The Customer Success Manager recognizes that the customer is using collaboration products with outdated software. What is the first step of the mitigation plan?

- A. Conduct an assessment of the business impact of the problem
- B. Engage a specialist to identify a technical solution or workaround.
- C. Evaluate the availability of resources to work on the problem
- D. Establish a timeline of when a solution must be in place.

Answer: A

NEW QUESTION # 22

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. organizational gap
- B. consumption gap
- C. capability gap
- D. financial gap

Answer: B

NEW QUESTION # 23

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Advertise additional user training sessions throughout the organization.
- B. Conduct a survey to determine which collaboration solutions users are using.
- C. Block all alternative chat and video collaboration systems.
- D. Have marketing write a blog post about the new solution.
- E. Encourage the customer to purchase updated endpoints.

Answer: A,C

NEW QUESTION # 24

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