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Cisco 820-605 Certification Exam is designed for individuals who are interested in becoming Cisco Customer Success Managers. Cisco Customer Success Manager certification is ideal for those who want to gain knowledge and skills in managing customer relationships, as well as those who want to enhance their career in the IT industry.

What is the duration, language, and format of Cisco 820-605: Cisco Customer Success Manager Exam

- Length of Examination: 90 minutes
- Format: Multiple choices, multiple answers
- Number of Questions: 45 - 55
- Language - English
- Passing Score 80%

Cisco Customer Success Manager Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

- A. No action is necessary as long as the health index is green
- **B. Review and update the success plan for ongoing activities**
- C. Join the sales and marketing strategy meetings
- D. Observe the online image of the customer
- **E. Manage the service issues and escalations**

Answer: B,E

NEW QUESTION # 65

At which lifecycle stage does the Customer Success Manager identify the solution purchased?

- A. Onboard
- B. Select
- C. Implement
- **D. Purchase**

Answer: D

Explanation:

The Customer Success Manager identifies the solution purchased during the Purchase stage of the lifecycle.

This is when the transaction is completed, and the details of the purchase are finalized, including the specific solutions that the customer has bought. References: The lifecycle stages of customer engagement typically include the Purchase stage as a key phase where the details of the transaction are recorded and acknowledged.

NEW QUESTION # 66

What are two examples of expand opportunities? (Choose two.)

- A. training on existing features
- B. hosting an executive review
- **C. providing solution optimization services**
- D. adding headcount to manage solution by the customer
- **E. increasing license count**

Answer: C,E

NEW QUESTION # 67

On which two objectives should communication with customer executives focus? (Choose two.)

- **A. time to value**

- B. user training
- C. product improvement
- **D. return on investment**
- E. new sales

Answer: A,D

Explanation:

Communication with customer executives should focus on the return on investment and the time to value, as these objectives are typically top priorities for executive-level stakeholders. References: Executive communication guidelines that prioritize value demonstration and alignment with leadership objectives.

NEW QUESTION # 68

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- **A. Customer Success Manager**
- B. Account Manager
- C. Renewals Manager
- D. Product Sales Specialist

Answer: A

Explanation:

The Customer Success Manager works directly with customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions. They play a pivotal role in guiding customers to realize the full value of their investments.

NEW QUESTION # 69

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