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The Cisco 820-605 Exam consists of multiple-choice questions and simulations that test the candidate's knowledge and skills. The simulations are designed to simulate real-life scenarios that a Cisco Customer Success Manager may encounter. This ensures that candidates are prepared to handle any situation that may arise in their role.

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Cisco Customer Success Manager Sample Questions (Q97-Q102):

NEW QUESTION # 97
During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription. Which barrier must the CSM overcome?

- A. operational
- B. business
- C. data
- D. technical

Answer: B

Explanation:
The barrier that the Customer Success Manager must overcome when upper management questions the renewal of the solution subscription is a business barrier. Despite the progress made by the Network Security Staff in using the solution, the CSM needs to demonstrate the business value and ROI of the solution to the upper management to justify the renewal2.

NEW QUESTION # 98
Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize those solutions to get the value they intended.
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- C. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.
- D. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.

Answer: A

NEW QUESTION # 99
In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

- A. The adoption campaign provides free user training.
- B. The adoption campaign notifies customers of a critical bug.
- C. The adoption campaign provides notifications of new feature releases.
- D. The adoption campaign surveys all end users for product feedback.
- E. The adoption campaign provides free trial licenses for feature upgrades.

Answer: C,D

NEW QUESTION # 100
In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A. Adopt
- B. Use
- C. Onboard
- D. Implement

Answer: C

NEW QUESTION # 101
Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two)

- A. scheduling of Quarterly Success Review
- B. confirmation of customer business outcomes
- C. completion of customer training
- D. review of product roadmap
- E. agreement of key stakeholders

Answer: C,E

NEW QUESTION # 102
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