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Cisco 820-605 Certification Exam is a valuable certification for professionals who want to advance their careers in customer success management. Cisco Customer Success Manager certification demonstrates that the candidate has the knowledge and skills necessary to deliver exceptional customer experiences and drive customer success within their organization. Cisco Customer Success Manager certification is recognized globally, making it a valuable asset for professionals who work in multinational organizations. In addition, the certification provides a competitive advantage to candidates who are seeking new job opportunities or promotions.

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Cisco 820-605 Exam is a comprehensive exam that requires a thorough understanding of customer success management principles and practices. 820-605 exam consists of multiple-choice questions and simulations, and candidates are required to demonstrate their ability to apply their knowledge in real-world scenarios. Successful candidates will be able to demonstrate their ability to manage customer relationships effectively, develop customer success plans, and measure the success of customer engagement strategies. The Cisco Certified Customer Success Manager certification is highly respected in the industry and is recognized as a mark of excellence in customer success management.

Cisco Customer Success Manager Sample Questions (Q162-Q167):

NEW QUESTION # 162

What is the order of the key elements of process improvement for Customer Success?

- A. define, analyze, measure, improve, control
- **B. define, measure, analyze, improve, control**
- C. measure, define, analyze, control, improve
- D. analyze, define, measure, control, improve

Answer: B

NEW QUESTION # 163

Which statement describes the difference between customer success and customer sales?

- A. 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.
- B. 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.
- C. 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.
- **D. 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.**

Answer: D

NEW QUESTION # 164

What is the financial implication of churn?

- A. increased user licensing
- **B. reduced revenue**
- C. reduced technology footprint
- D. increased renewal value

Answer: B

NEW QUESTION # 165

Refer to the exhibit.

□ Which action should the Customer Success Manager take to improve the health index of Company B?

- **A. Provide recommendations for training and offer scripts for learning products.**
- B. Perform a marketing campaign and design a roadmap of new products.
- C. Observe the net promoter scores and how likely the customer is to create a success story.
- D. Analyze annual recurring revenue growth and reduce renewal risks associated with technology.

