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Cisco 820-605 Exam Syllabus Topics:

Section	Objectives
Topic 1: Renewals and Expansion Strategy	- Upsell and cross-sell strategies - Renewal planning and lifecycle extension
Topic 2: Customer Lifecycle Management	- Customer journey mapping - Onboarding and adoption phases
Topic 3: Customer Health and Engagement	- Customer health scoring and metrics - Engagement strategies and retention practices
Topic 4: Tools and Operational Metrics	- Customer success tools and platforms - KPIs, reporting, and performance measurement
Topic 5: Adoption and Value Realization	- Driving product adoption - Measuring business outcomes and value realization
Topic 6: Customer Success Foundations	- Customer Success principles and value outcomes - Role of Customer Success Manager in Cisco ecosystem

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Cisco Customer Success Manager Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide direct and in-depth technical expertise upon customer request.
- B. Provide a detailed cost structure for the management team.
- C. Provide break-fix support for technical problems experienced or observed by the customer.
- D. Provide training content to address current and existing barriers.

Answer: D

Explanation:

When a customer moves from the Implement to the Use stage in the lifecycle, it is crucial for a Customer Success Manager to provide training content that addresses both current and existing barriers. This action ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the product, leading to better adoption and utilization.

NEW QUESTION # 13

What is the value proposition of customer success for customers?

- A. external publicity
- B. technical assistance prioritization
- C. business vision support
- D. incremental rewards

Answer: C

NEW QUESTION # 14

A Customer Success Manager must deliver high touch customer success experience. Which customer engagement model must be used?

- A. Utilize the service team to form a larger internal team to lead the engagement
- B. Utilize people to focus your customers in a 1:many customer success experience
- C. Utilize a digital engagement so all your customers experience the touch of customer success
- D. Utilize people to focus on the elite customers for a 1:1 or 1:few onsite customer success experience

Answer: D

NEW QUESTION # 15

Which element of the renewal risk analysis is associated with a customer's requests to maintain existing pricing?

- A. competitive differentiation
- B. customer budget
- C. value realization
- D. adoption barriers

Answer: B

Explanation:

When a customer requests to maintain existing pricing during renewal risk analysis, it is typically associated with their budget constraints. The customer's budget dictates their ability to spend and is a key consideration in renewal negotiations. References: Renewal risk analysis strategies that consider the customer's budget as a primary factor when they request to maintain or reduce costs.

NEW QUESTION # 16

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. expansion of solution features
- B. purchase of a new solution
- C. renewal of solution subscription
- D. expansion of solution services

- E. deployment of solution

Answer: A,E

Explanation:

Explanation/Reference:

NEW QUESTION # 17

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