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Cisco 820-605 certification exam tests candidates on a variety of topics, including customer success principles, customer relationship management strategies, business analysis, and technical knowledge related to Cisco products and solutions. 820-605 exam is designed to ensure that successful candidates have a comprehensive understanding of the customer journey, from customer acquisition to retention and expansion.

Cisco 820-605: Cisco Customer Success Manager Exam Certified Professional salary

The average salary of a Cisco 820-605 Exam Certified Expert in

- Europe - 65,347 EURO
- England - 65,632 POUND
- United State - 80,123 USD
- India - 15,42,327 INR

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Topics Covered in Official Exam

The domains below act as a prep guide by revealing the type of questions to expect in the main exam. Each objective has a particular percentage of the total content and comprises the following syllabus:

- Expand Opportunities and Renewal

This segment takes up about 15% of the test. Relevant subtopics include the description of the various types of expanding opportunities, the identification of the possible opportunities for expansion throughout any customer lifecycle. Learning about adoption campaigns and how they can reveal expansion opportunities is also another step you should take before attempting the Cisco 820-605.

- **Customer Success Management**

About 20% of the test items come from this section. Here, you may be asked to explain different components in the customer onboarding procedure plus the basis of fundamental customer management processes. You should also be able to discuss the communication necessities of stakeholders and note the chances for clients to play the role of supporters.

- **Success Plan Creation**

This part comprises 25% of the test questions. From this topic, you should be able to describe the detailed components of a customer success plan and point out the significant success factors to link to business results. Moreover, you may be asked to give detailed information on the sought-after business results with the help of info from major stakeholders.

- **Barrier Management**

This topic contains about 25% of the exam content. The relevant subjects you should know include the identification of the kinds of customer obstacles and the description of the tools and processes used to identify these barriers. Then, you should also know how to identify steps that could cause an imbalance between the project duration and value derived by a customer.

- **Customer Success Industry**

About 15% of the exam questions come from this domain. You are expected to define customer success as well as explain the main facilitators that create the demand for it. Also, you should have a clear knowledge of the lifecycle journey of customers and correlate customer support, success, and sales.

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

NEW QUESTION # 64

Which method is directly associated with evaluating a customer outcome?

- A. benchmarks
- B. milestones
- C. key performance indicators
- D. metrics

Answer: C

Explanation:

Key performance indicators (KPIs) are directly associated with evaluating a customer outcome because they are quantifiable measures used to gauge the performance over time in terms of meeting strategic and operational goals. KPIs are crucial for assessing whether a company is on track to achieve its desired outcomes. References: Cisco Customer Success Manager documentation

NEW QUESTION # 65

Which two actions are in adoption campaign? (Choose two.)

- A. messaging to stakeholders on the new features of their solution
- B. messaging to stakeholders on new product releases
- C. renewal reminder to stakeholders
- D. survey sent to all end users
- E. messaging to users on best practice approaches to their solution

Answer: D,E

NEW QUESTION # 66

The customer wants to increase the number of services in their portfolio and improve the time to launch these services.

Which two business outcomes are appropriate? (Choose two.)

- A. sustainability
- B. business growth
- C. employee satisfaction
- D. cost efficiency
- E. time to market

Answer: B,E

NEW QUESTION # 67

Which two elements are used to track and measure as key performance indicators? (Choose two.)

- A. learning
- B. scoping
- C. leading
- D. lagging
- E. strategizing

Answer: C,D

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. Renewals Manager
- C. Product Sales Specialist
- D. Account Manager

Answer: A

NEW QUESTION # 69

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