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Cisco 820-605 Exam Overview:

Certification Vendor:	Cisco
Exam Name:	Cisco Customer Success Manager
Exam Number:	820-605
Passing Score:	Variable (750-850 / 1000 Approx.)
Certificate Validity Period:	3 years
Exam Duration:	90 minutes
Related Certifications:	Cisco Customer Success Manager Specialist

Available Languages:	English
Real Exam Qty:	55-65
Exam Price:	\$250 USD
Exam Format:	Multiple-choice
Sample Questions:	Cisco 820-605 Sample Questions
Exam Way:	Online (Pearson VUE)
Pre Condition:	No formal prerequisites, but foundational knowledge of Cisco customer success methodologies is recommended
Official Syllabus URL:	https://www.cisco.com/site/us/en/learn/training-certifications/certifications/customer-success-manager/exams-and-training.html

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Cisco 820-605 Certification Exam is an excellent choice for IT professionals who want to enhance their skills in customer success management. Cisco Customer Success Manager certification validates the skills required to drive customer success and deliver customer outcomes. Passing this certification exam opens up several job opportunities in customer success management and provides a competitive edge over other IT professionals.

Cisco Customer Success Manager Sample Questions (Q21-Q26):

NEW QUESTION # 21

From a Customer Success perspective, why should the customer's health be monitored?

- A. to give the customer valuable insight so they can automatically renew critical services on time
- B. to identify unused licenses so they can be addressed via a service improvement plan
- **C. to provide the opportunity to address any changes in the customer's experience around the solution**
- D. to directly enable renewals

Answer: C

Explanation:

Monitoring the customer's health is important from a Customer Success perspective because it provides the opportunity to proactively address any changes in the customer's experience or interactions with the solution.

This proactive approach can lead to improved customer satisfaction and successful solution adoption.

NEW QUESTION # 22

What are two barriers of adoption in an organization? (Choose two.)

- A. organizational announcements
- B. new product sales motion
- **C. lack of knowledge on solution**
- D. hiring practices
- **E. implementation issues**

Answer: C,E

NEW QUESTION # 23

Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company.

Which two opportunities can lead to advocacy? (Choose two.)

- A. successful contract renewal
- B. moments of success when the customer acknowledges progress
- C. results that are not measurable
- D. green health scores over intermittent time periods
- E. continuing results based on unexpected value

Answer: B,E

NEW QUESTION # 24

Which two components of Key Performance Indicators contribute to customer value achievement? (Choose two.)

- A. speed to resolution of service requests
- B. quality of service performance data
- C. increased hours of operation
- D. customer sentiment
- E. upgrading to the latest version of the software

Answer: A,B

Explanation:

Components of Key Performance Indicators that contribute to customer value achievement include the quality of service performance data, which reflects the reliability and effectiveness of the service, and the speed to resolution of service requests, which impacts customer satisfaction and trust in the service provider. Both are critical for demonstrating the value delivered to the customer.

References: Best practices in customer success management emphasize the importance of service quality and efficient resolution of issues as key drivers of customer value and satisfaction.

NEW QUESTION # 25

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

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

Answer: A,B

NEW QUESTION # 26

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