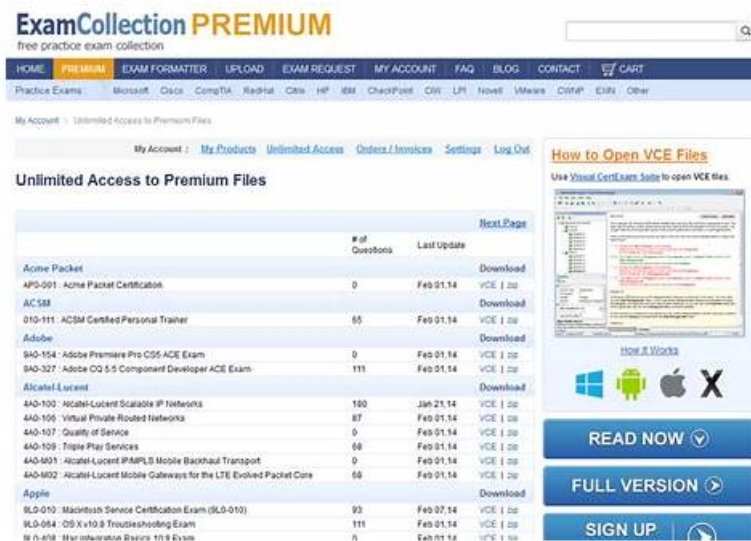


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Cisco 820-605 Exam, also known as the Cisco Customer Success Manager exam, is a certification test offered by Cisco to validate the skills and knowledge of professionals in managing customer success. 820-605 exam assesses the ability of the candidates to develop and maintain relationships with customers, understand their needs and goals, and provide them with the best solutions to achieve their objectives. Cisco Customer Success Manager certification is designed to equip professionals with the necessary skills to drive customer adoption, retention, and expansion, and enhance their value to their organizations.

Cisco Customer Success Manager Sample Questions (Q20-Q25):

NEW QUESTION # 20

What is a lagging indicator?

- A. development of a new product

- B. increase in the net promoter score
- C. adoption of a product
- D. increase in the number of trained users

Answer: B

NEW QUESTION # 21

What is a technical adoption barrier?

- A. lack of integration with other products
- B. untrained customer user group
- C. underutilization of licenses
- D. customer not measuring product value

Answer: A

NEW QUESTION # 22

What is a goal of the Quarterly Success Review?

- A. negotiation of discount levels associated with solution expansion
- B. alignment of priorities and outcomes while celebrating accomplishments
- C. identification of new areas of growth and sales
- D. product expansion to demonstrate customer loyalty

Answer: B

Explanation:

The goal of the Quarterly Success Review is the alignment of priorities and outcomes while celebrating accomplishments. This regular review is a strategic meeting that allows both the customer and the organization to ensure that they are aligned in terms of business priorities and desired outcomes. It's also an opportunity to recognize and celebrate the successes and milestones achieved, which can be motivating and reinforce the value of the investment in the solutions provided.

References:

*Cisco's official page on Customer Success Manager certification².

*Skilljar blog on scaling Customer Success with Quarterly Business Reviews³.

NEW QUESTION # 23

Which adoption barrier results from failing to identify key stakeholders?

- A. fragmented purchase
- B. missing value of product roadmap
- C. lack of resources
- D. additional training requirements

Answer: C

NEW QUESTION # 24

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

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

Answer: A

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