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Cisco 820-605 Certification Exam, also known as the Cisco Customer Success Manager certification exam, is designed to validate the skills and knowledge of individuals who are responsible for managing customer relationships in a technology-based organization. Cisco Customer Success Manager certification is ideal for professionals working in customer success, account management, sales, and technical support roles.

Cisco Customer Success Manager Sample Questions (Q85-Q90):

NEW QUESTION # 85
Which two actions should be taken when a customer's usage is in decline? (Choose two.)

- A. Show the customer how the current solution compares to the offers from a competitor.
- B. Assess the capabilities of the solution against the customer's desired outcomes.
- C. Tell the customer a new solution will soon be available.
- D. Review the implementation plan with key customer leadership.
- E. Identify changes in the customer's business processes.

Answer: B,D

Explanation:
When a customer's usage is in decline, it is important to assess whether the solution still aligns with their desired outcomes and to review the implementation plan to ensure it is being executed effectively. This approach helps identify any gaps between the solution's capabilities and the customer's needs, as well as any issues in the implementation process that may be causing the decline in usage.
References: Cisco Customer Success Manager documentation emphasizes the importance of aligning solutions with customer outcomes and regularly reviewing implementation plans to ensure success.

NEW QUESTION # 86
Which statement describes an end user adoption barrier?

- A. The budget is insufficient to implement the solution for a new branch of the business.
- B. Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.
- C. The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.
- D. There are insufficient licenses for additional staff from a newly acquired company to use the solution.

Answer: B

NEW QUESTION # 87
In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

- A. The adoption campaign surveys all end users for product feedback.
- B. The adoption campaign provides free trial licenses for feature upgrades.
- C. The adoption campaign notifies customers of a critical bug.
- D. The adoption campaign provides notifications of new feature releases.
- E. The adoption campaign provides free user training.

Answer: B,D

NEW QUESTION # 88
A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution.
The Customer Success Manager acknowledges the concern and takes ownership.
Which action does the Customer Success Manager take first?

- A. Engage the service delivery manager and request two days of free consultation for the customer
- B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- C. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps
- D. Escalate the situation to your manager and request a customer visit to understand concerns and expectations

Answer: C

Explanation:
The first action the Customer Success Manager should take is to check the account health report and review the expected outcomes

in the success plan. This will provide insights into where the customer's expectations may not be met. Following this, setting up an internal meeting with the account team to discuss next steps is crucial for developing a strategy to address the customer's concerns.

NEW QUESTION # 89

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

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

Answer: C

Explanation:
According to the Blackbelt training: Onboarding activities include delivering a customer kickoff to validate the expected outcomes of that purchase and beginning to build the Success Plan.

NEW QUESTION # 90

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