

# Free PDF Quiz 2026 820-605: Cisco Customer Success Manager Updated Real Dumps



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Cisco 820-605 is an examination that measures the knowledge and skills of candidates in managing customer success in the technology industry. 820-605 exam is designed to test the proficiency of candidates in the areas of customer success principles, practices, and metrics. Passing 820-605 exam is a key step towards becoming a certified Cisco Customer Success Manager.

Cisco 820-605 certification exam is intended to validate the candidate's knowledge of customer success management methodologies and practices. Cisco Customer Success Manager certification exam evaluates a candidate's ability to adopt customer-centric strategies, analyze customer data, and deliver customer outcomes. Professionals who Pass 820-605 Exam are equipped with the skills required to help their companies achieve their customer success goals.

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

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

- India - 15,42,327 INR

- England - 65,632 POUND
- Europe - 65,347 EURO
- United State - 80,123 USD

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### Cisco Customer Success Manager Sample Questions (Q25-Q30):

#### NEW QUESTION # 25

Which statement describes an end user adoption barrier?

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

**Answer: D**

#### NEW QUESTION # 26

What is the purpose of capturing moments of success with a customer?

- A. renewing the contract and subscription
- B. validating deployment of the solution
- **C. recognizing the value of the engagement**
- D. expanding the purchased solution

**Answer: C**

Explanation:

Capturing moments of success with a customer serves to recognize and celebrate the value of the engagement, reinforcing the positive impact of the solution and strengthening the relationship. References: Best practices in customer success management emphasize the importance of recognizing and documenting key achievements and milestones in the customer journey.

#### NEW QUESTION # 27

A Customer Success Manager is creating an adoption campaign for a customer. Where should the campaign focus to identify expand opportunities?

- A. Increase solution discount.
- B. Identify workshops that could optimize performance.
- **C. Explore additional use cases to achieve business outcomes.**
- D. Confirm all required items have been purchased.

**Answer: C**

Explanation:

An adoption campaign should focus on exploring additional use cases to achieve business outcomes. By identifying new ways the solution can be used, the campaign can highlight the versatility and added value of the product, leading to opportunities for expansion.

### NEW QUESTION # 28

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

Answer:

Explanation:

### NEW QUESTION # 29

Which definition of customer success is true?

- A. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.
- B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- C. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- **D. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.**

Answer: D

### NEW QUESTION # 30

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