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Cisco 820-605 exam, also known as the Cisco Customer Success Manager (CSM) exam, is a certification exam that validates the skills and knowledge of professionals who wish to work in customer success roles in the information technology (IT) industry. 820-605 Exam is designed to test the candidate's proficiency in customer success principles and practices, as well as their ability to leverage Cisco technologies to deliver positive business outcomes for customers.

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Cisco Customer Success Manager Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which one of the following solutions enable business outcomes in the financial industry?

- A. Medianet
- B. Remote Expert
- C. Internet of Everything
- D. Plant Floor Control Network
- E. Multilayer Switching

Answer: B

NEW QUESTION # 17

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 # 18

Refer to the exhibit. What does this health score indicate?

- A. The customer needs to purchase more licenses.
- B. The customer needs to consume more of this product.
- C. The customer is unlikely to renew this license.
- **D. The customer is unlikely to advocate for this product.**

Answer: D

NEW QUESTION # 19

Which statement describes the difference between customer success and customer sales?

- **A. Customer sales is about selling solutions to meet business needs. Customer success is about getting customers to utilize those solutions to get the value they intended.**
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about expanding the customer's portfolio.
- C. Customer sales is about getting customers to utilize their solutions to get the value they intended. Customer success is about making sure the customer deploys the solution within an effective timeline.
- D. Customer sales is about selling solutions to meet business needs. Customer success is about finding product opportunities for sales as the customer utilizes their current solution.

Answer: A

NEW QUESTION # 20

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

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

Answer: B,E

Explanation:

Expansion opportunities within customer success include the expansion of solution features and services.

These opportunities arise when customers see the value in adding more features or services to their existing solutions to enhance their capabilities or meet additional business needs. References: Strategies for identifying and capitalizing on opportunities to expand the scope of solutions provided to customers, leading to increased value and customer satisfaction.

NEW QUESTION # 21

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