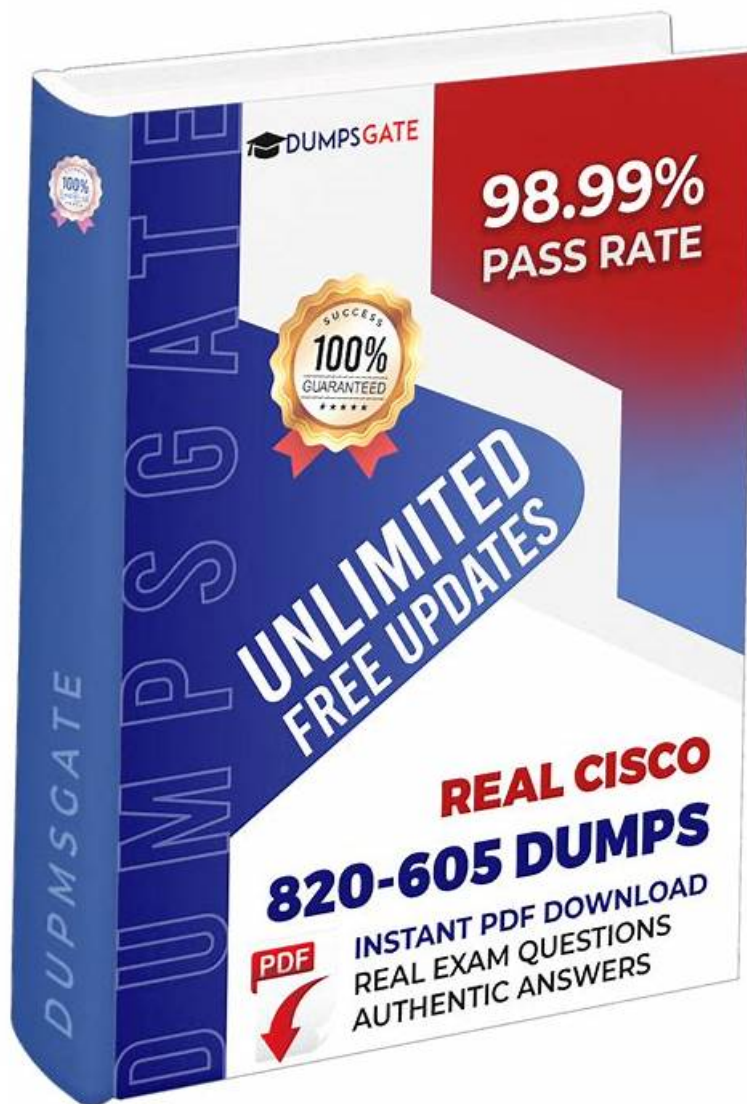


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Cisco 820-605 Exam is designed for professionals who are interested in pursuing a career as a customer success manager. 820-605 exam is part of the Cisco Customer Success Manager certification, which validates the skills and knowledge required to build and maintain long-lasting relationships with customers. 820-605 exam covers a broad range of topics, including customer success principles, customer experience management, and communication and collaboration skills. Passing the exam demonstrates a candidate's ability to engage with customers, understand their business requirements, and deliver value to them continuously.

## Cisco Customer Success Manager Sample Questions (Q109-Q114):

### NEW QUESTION # 109

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?

- A. Contact the services team and request that they reach out to the customer to address the solution.
- B. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine.
- C. No action is needed because the customer will probably renew and you can address the issue after the renewal.
- **D. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue.**

**Answer: D**

### NEW QUESTION # 110

Which element evaluates a customer outcome?

- A. key performance indicators
- B. milestones
- C. metrics
- **D. benchmarks**

**Answer: D**

### NEW QUESTION # 111

Which scenario represents a use case expansion opportunity?

- **A. endpoint security solution extended to cover data center servers in addition to laptops**
- B. supplementary training sessions are organized on existing features
- C. solution management team adds headcount
- D. usage KPIs are on target entering the fourth quarter

**Answer: A**

Explanation:

Expanding an endpoint security solution to cover additional assets like data center servers represents a use case expansion opportunity. This scenario indicates that the customer is extending the scope of their current solution to cover more of their infrastructure. References: Expansion opportunity identification techniques that look for scenarios where the application of a solution is broadened to new areas within the customer's environment.

### NEW QUESTION # 112

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?



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