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Pass Guaranteed Quiz 2026 Updated 820-605: Cisco Customer Success Manager Valid Mock Test

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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.

Cisco Customer Success Manager Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which action does a Customer Success Manager take when the customer has technical questions at an onsite Quarterly Review meeting?

- A. Modify the meeting agenda and call in a technical resource.
- B. Identify potential adoption challenges related to technical questions and schedule a meeting to address these questions.

- C. Request the customer to open a support case.
- D. Answer the questions as best they can and plan an onsite follow-up training.

Answer: B

Explanation:

When a customer has technical questions at an onsite Quarterly Review meeting, the appropriate action for a Customer Success Manager (CSM) is to identify potential adoption challenges related to the technical questions and schedule a meeting to address these questions. This approach ensures that the customer's concerns are acknowledged and that a dedicated session is arranged to provide thorough answers and solutions. It also allows the CSM to prepare adequately and involve the necessary technical resources to address the customer's needs effectively.

NEW QUESTION # 50

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- C. It gives the customer valuable insight so they can automatically renew critical on time
- D. Understanding your customer's health directly enables renewals

Answer: A

NEW QUESTION # 51

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

- A. current existing products that are being displaced by the solution
- B. current configuration guide of the product solution
- C. KPI that will be improved by the new product solution
- D. product use case that will achieve the desired outcome

Answer: D

Explanation:

Explanation/Reference: <https://sixteenventures.com/improve-adoption>

NEW QUESTION # 52

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

- A. Offer the customer free products or services as an incentive.
- B. Explain that this is a role metric that is needed to satisfy quotas.
- C. Make the story for internal use only.
- D. Talk to senior management to explain the benefits of success story creations.

Answer: C

NEW QUESTION # 53

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Solution Product Manager
- B. Sales Engineer
- C. Technical Engineer
- D. Customer Success Specialist

Answer: D

Explanation:

NEW QUESTION # 54

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