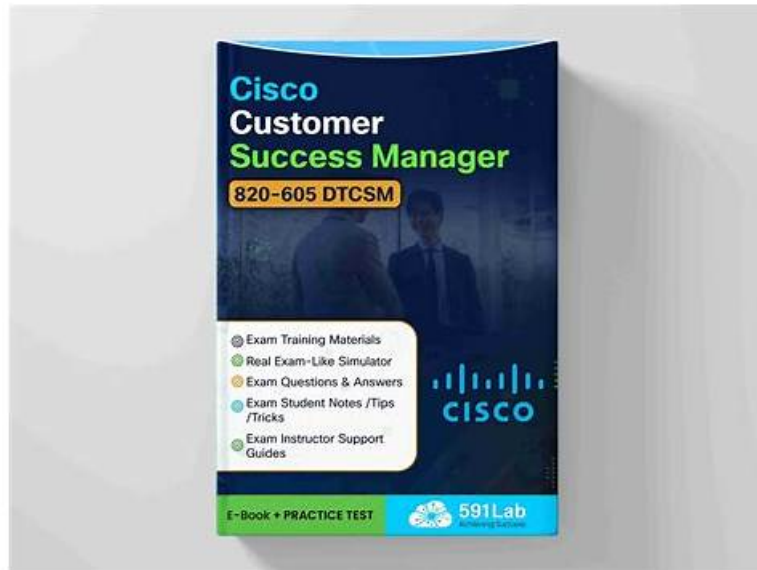


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To prepare for the Cisco 820-605 certification exam, candidates should have a solid understanding of Cisco solutions and services. They should also have experience in customer success management or related fields. 820-605 exam consists of 60-70 questions and takes 90 minutes to complete. It is available in English and Japanese and can be taken at any Pearson VUE testing center around the world.

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Cisco Customer Success Manager Sample Questions (Q129-Q134):

NEW QUESTION # 129

The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the

company's success? (Choose two.)

- A. risk management
- B. business growth
- C. cost efficiency
- D. credibility
- E. sustainability

Answer: B,E

NEW QUESTION # 130

What is a business adoption barrier?

- A. solution is not implemented
- B. services are unpurchased
- C. customer lacks technical knowledge
- D. lack of customer stakeholder

Answer: C

NEW QUESTION # 131

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

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

Answer: C

NEW QUESTION # 132

What is the customer success objective of a Quarterly Success Review?

- A. Align work effort to outcomes.
- B. Create a success plan.
- C. Introduce new products and services.
- D. Evaluate renewal contract.

Answer: A

Explanation:

The customer success objective of a Quarterly Success Review is to align work effort to outcomes. This involves reviewing the efforts made during the quarter and ensuring they are in line with the desired business outcomes.

NEW QUESTION # 133

Which type of KPI is of the most interest to Customer Success?

- A. IT services KPIs for operations
- B. sales KPIs for revenue generation
- C. business KPIs that define progress to the Business Outcome
- D. OPEX KPIs that define the operational costs of the company

Answer: C

NEW QUESTION # 134

