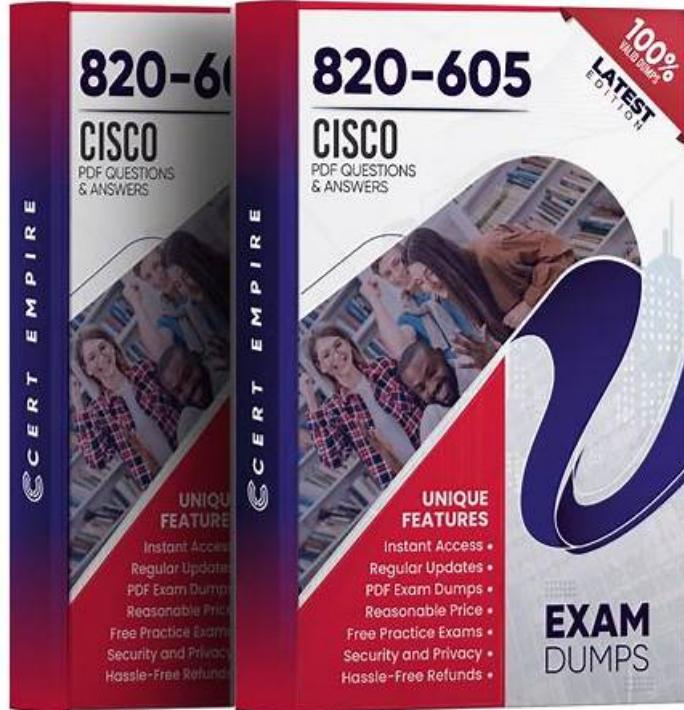


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To prepare for the Cisco 820-605 certification exam, candidates should have a solid understanding of Cisco solutions and services. They should also have experience in customer success management or related fields. 820-605 Exam consists of 60-70 questions 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 820-605 exam is an important certification for individuals who are looking to advance their careers in the field of customer success management. Cisco Customer Success Manager certification is recognized globally and is highly valued by employers in the industry. Cisco Customer Success Manager certification also provides a competitive advantage to individuals who hold it, as it demonstrates their proficiency in customer success management and their commitment to professional development.

To earn the Cisco 820-605 certification, candidates must pass a 90-minute exam that consists of 60-70 questions. 820-605 Exam is designed to test candidates' knowledge of customer success management concepts and their ability to apply these concepts in real-

world scenarios. 820-605 exam is open to anyone who has a basic understanding of customer success management and is interested in pursuing a career in this field. Upon passing the exam, candidates will receive the Cisco Customer Success Manager certification, which is recognized by organizations worldwide and can help individuals advance their career in customer success management.

Cisco Customer Success Manager Sample Questions (Q67-Q72):

NEW QUESTION # 67

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. Service organizations must evolve from a "break fix" business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption.
The CSM advises and professional services team on the best services to position.
- B. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.
- C. IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- D. The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.

Answer: C

NEW QUESTION # 68

What is a business adoption barrier?

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

Answer: B

NEW QUESTION # 69

Which two metrics are used by Customer Success Managers to measure customer success?
(Choose two.)

- A. training surveys
- B. risk management
- C. health score
- D. help desk data
- E. telemetry

Answer: C,E

NEW QUESTION # 70

What is a purpose of a customer stakeholder map?

- A. to identify the critical elements of customer culture
- B. to create a communication plan
- C. to build a product roadmap
- D. to establish a training plan

Answer: B

NEW QUESTION # 71

Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company.

Which two opportunities can lead to advocacy? (Choose two.)

- A. continuing results based on unexpected value
- **B. successful contract renewal**
- C. green health scores over intermittent time periods
- D. results that are not measurable
- **E. moments of success when the customer acknowledges progress**

Answer: B,E

NEW QUESTION # 72

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