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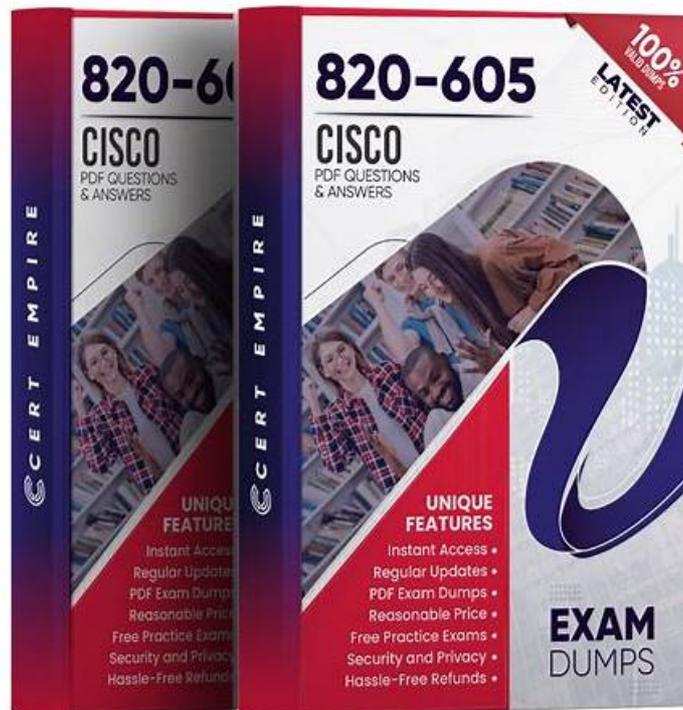
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Cisco 820-605 Exam Certification Details:

Exam Code	820-605 CSM

Duration	120 minutes
Passing Score	Variable (750-850 / 1000 Approx.)
Number of Questions	55-65
Exam Price	$250 USD
Sample Questions	Cisco 820-605 Sample Questions
Recommended Training	Cisco Customer Success Manager (DTCSM) v2.1

Cisco Customer Success Manager Sample Questions (Q60-Q65):

NEW QUESTION # 60
Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. IT is increasingly adopting new consumption models In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realised The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- 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. 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 arid accelerate solution adoption The CSM advises the professional services team on the best services to position.
- 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: D

NEW QUESTION # 61
Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

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

Answer: D

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

NEW QUESTION # 62
Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago.
The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. number of users registered, service logs, number of users
- B. number of users registered, bandwidth utilization, number of training sessions user joined
- C. number of users registered, number of meetings user initiated, number of meetings user joined
- D. network utilization, number of meetings user initiated, number of users

Answer: C

NEW QUESTION # 63
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. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue.
- B. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine.
- C. Contact the services team and request that they reach out to the customer to address the solution.
- D. No action is needed because the customer will probably renew and you can address the issue after the renewal.

Answer: A

NEW QUESTION # 64
Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	

Answer:

Explanation:

business outcomes	detailed training plan
confidential customer information	key initiatives
customer financial statements	confidential customer information
detailed training plan	
key initiatives	
QSR review dates	
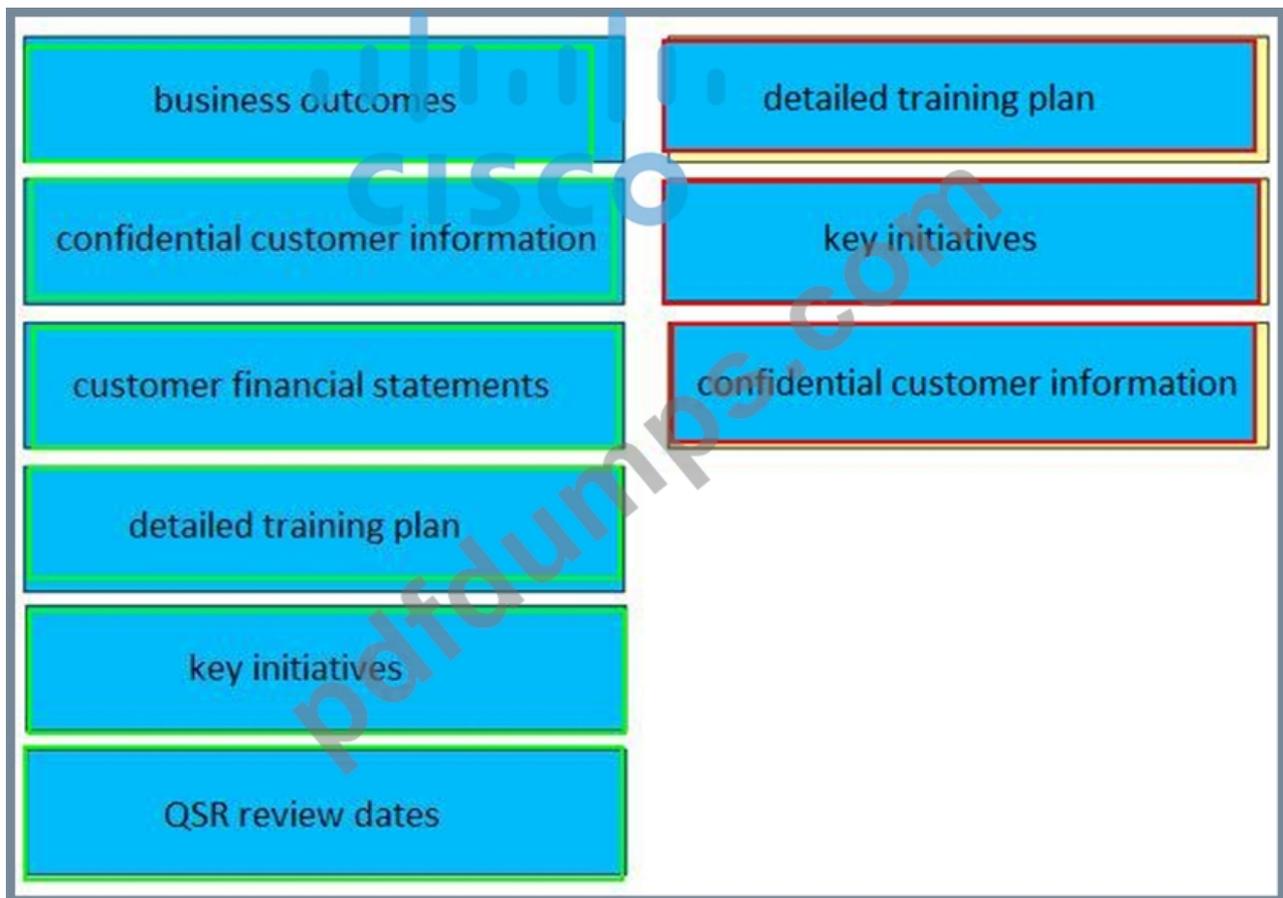
NEW QUESTION # 65

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