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Cisco 820-605 exam covers a wide range of topics related to customer success management, including understanding customer needs, managing customer relationships, driving business outcomes, and measuring customer success. 820-605 exam is designed to assess the candidate's ability to apply industry best practices and methodologies to manage customer relationships effectively. Cisco Customer Success Manager certification is highly valued by Cisco partners, and it is an excellent way to demonstrate your expertise in the field of customer success management.

Cisco 820-605 Exam is an essential certification for professionals who want to excel in customer success management roles. Cisco Customer Success Manager certification validates the skills and knowledge required for managing customer expectations, driving adoption, and ensuring customer retention. Cisco Customer Success Manager certification also provides professionals with the necessary skills to develop and execute successful customer success strategies.

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Cisco 820-605 exam covers a range of topics related to customer success management. This includes understanding customer needs, managing customer relationships, developing customer success plans, and measuring customer success. 820-605 Exam also covers topics such as Cisco solutions and services, sales and marketing, and business analysis. It is a comprehensive exam that covers all aspects of customer success management.

## Cisco Customer Success Manager Sample Questions (Q133-Q138):

### NEW QUESTION # 133

The customer plans to relocate to a new building in the existing area to reduce cost. The company wants to retain talent through this

transition. Which two business outcomes are critical to the company's success?  
(Choose two.)

- A. risk management credibility
- **B. employee satisfaction**
- C. sustainability
- **D. cost efficiency**

**Answer: B,D**

#### **NEW QUESTION # 134**

Which definition of customer success is true?

- A. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- **C. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.**
- D. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.

**Answer: C**

#### **NEW QUESTION # 135**

You are a Customer Success Manager and have just been assigned a strategic new account.

Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Engage with the account team to understand the expansion opportunities.
- **B. Build an understanding of your customer's business and market trends and priorities.**
- C. Perform a deep analysis of all the sales orders for the past 24 months.
- D. Speak with internal contacts to understand the customer sentiment and outstanding escalations.

**Answer: B**

#### **NEW QUESTION # 136**

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

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

**Answer: C**

#### **NEW QUESTION # 137**

A customer has six technical support cases open that are related to user connectivity that have negatively impacted the customer health scores for product quality and customer sentiment. After the Customer Success Manager assesses the business impact, which action creates a mitigation plan?

- A. Request a meeting with customer executives.
- **B. Ensure the escalation to technical specialists.**
- C. Establish a timeline of when a solution must be in place.
- D. Offer the customer a discount because of their problems.

**Answer: B**

When faced with technical support cases that negatively impact customer health scores, the Customer Success Manager should prioritize resolving the underlying issues. Ensuring the escalation to technical specialists is a critical action that facilitates a focused approach to diagnosing and resolving the connectivity problems.

References: Best practices in customer success management emphasize the importance of addressing product quality issues promptly and efficiently, leveraging the expertise of technical specialists to restore customer confidence and sentiment.

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