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Cisco 820-605 exam is a comprehensive test that covers a wide range of topics related to customer success management. 820-605 exam covers topics such as customer engagement, customer success planning, adoption and expansion, customer satisfaction, and customer advocacy. 820-605 exam also covers best practices and methodologies for customer success management, as well as the tools and resources that are available to customer success managers.

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.

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Cisco Customer Success Manager Sample Questions (Q45-Q50):

NEW QUESTION # 45
A large university has deployed a new IT solution designed to improve the overall student and staff experience. Which approach will best measure success?

- A. Implement staff Super Users to provide feedback
- B. Administer twice-yearly student and staff surveys with two question related to IT
- C. Use a combination of tailored surveys and IT tools-based metrics
- D. Measure the number of complaints raised by students

Answer: C

Explanation:
Using a combination of tailored surveys and IT tools-based metrics allows for a comprehensive assessment of the new IT solution's

impact. Surveys provide qualitative insights into user satisfaction, while metrics offer quantitative data on usage and performance.

NEW QUESTION # 46
Why should a customer's success be documented?

- A. to document roles and responsibilities for project management
- B. to provide awareness of the value achieved by the solution
- C. to provide expansion opportunities for the sales team
- D. to establish KPIs that measure success

Answer: B

Explanation:
Documenting a customer's success is crucial for providing awareness of the value achieved by the solution. This documentation helps in recognizing the benefits and outcomes that the customer has realized through the solution, which is essential for validating the investment and encouraging continued engagement

NEW QUESTION # 47
Which metric is used to determine how much should be spent to acquire a customer?

- A. ACV
- B. ATR
- C. MRR
- D. LTV

Answer: D

NEW QUESTION # 48
During the delivery of a security solution, adoption barriers were identified. Those barriers were addressed, and the customer's business goals are now fulfilled. The customer is pleased with their solution and shares this experience in blogs and social medi a. In which stage is the customer?

- A. Optimize
- B. Expand
- C. Adoption
- D. Advocate

Answer: D

NEW QUESTION # 49
Which two actions are in adoption campaign? (Choose two.)

- A. survey sent to all end users
- B. messaging to stakeholders on the new features of their solution
- C. renewal reminder to stakeholders
- D. messaging to stakeholders on new product releases
- E. messaging to users on best practice approaches to their solution

Answer: B,E

Explanation:
Explanation/Reference: https://support.totango.com/hc/en-us/articles/206811036-Putting-Customer-Success-Campaigns- Into-Action

NEW QUESTION # 50

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The 820-605 exam questions by experts based on the calendar year of all kinds of exam after analysis, it is concluded that conforms to the exam thesis focus in the development trend, and summarize all kind of difficulties you will face, highlight the user review must master the knowledge content. And unlike other teaching platform, the Cisco Customer Success Manager study question is outlined the main content of the calendar year examination questions didn't show in front of the user in the form of a long time, but as far as possible with extremely concise prominent text of 820-605 Test Guide is accurate incisive expression of the proposition of this year's forecast trend, and through the simulation of topic design meticulously.

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