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Cisco 820-605 certification exam is designed for individuals who are interested in becoming Cisco Customer Success Managers. Cisco Customer Success Manager certification is ideal for those who want to gain knowledge and skills in managing customer relationships, as well as those who want to enhance their career in the IT industry.

Cisco 820-605 exam is designed for professionals who have experience working with Cisco solutions and services. It is also suitable for individuals who have experience in customer success management, sales, and marketing. 820-605 Exam is ideal for those who want to advance their careers in customer success management and demonstrate their expertise in this field.

>> 820-605 Test Cram Review <<

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Cisco 820-605 certification exam is designed for individuals who want to become Cisco Customer Success Managers. Cisco Customer Success Manager certification is ideal for professionals who want to learn how to plan and execute customer success strategies and drive adoption of Cisco solutions. 820-605 Exam focuses on a wide range of topics, including customer success management processes, governance, metrics, and tools.

Cisco Customer Success Manager Sample Questions (Q151-Q156):

NEW QUESTION # 151

What is a goal of the Quarterly Success Review?

- A. negotiation of discount levels associated with solution expansion
- B. product expansion to demonstrate customer loyalty
- C. identification of new areas of growth and sales
- **D. alignment of priorities and outcomes while celebrating accomplishments**

Answer: D

Explanation:

The goal of the Quarterly Success Review is the alignment of priorities and outcomes while celebrating accomplishments. This regular review is a strategic meeting that allows both the customer and the organization to ensure that they are aligned in terms of business priorities and desired outcomes. It's also an opportunity to recognize and celebrate the successes and milestones achieved, which can be motivating and reinforce the value of the investment in the solutions provided.

References:

*Cisco's official page on Customer Success Manager certification2.

*Skilljar blog on scaling Customer Success with Quarterly Business Reviews3.

NEW QUESTION # 152

The CIO of a bank and their vendor have a significant disagreement over the value of the work that was delivered the past two years under the existing managed-services contract. The contract renewal process was delayed over three months, with considerable risk to both parties. Which best practice will help prevent this type of disagreement?

- A. Have the CSM define how value should be measured at the end of the contract period.
- B. Engage a third-party mediator to develop contract goals and evaluate the objectives at regular intervals.
- **C. Adopt a lifecycle approach with a proactive review of service performance against KPIs.**
- D. Have the CIO define a clear IT strategy and implement the suggestions immediately.

Answer: C

NEW QUESTION # 153

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

Answer: A,B

NEW QUESTION # 154

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

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

Answer: A

Explanation:

The Customer Success Manager should focus on the product use case that will achieve the desired outcome. This involves understanding how the software solution can be applied to enable the customer's specific business goals and providing guidance on how to leverage the product to meet those objectives

NEW QUESTION # 155

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 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.
- C. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- D. 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.

Answer: D

NEW QUESTION # 156

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