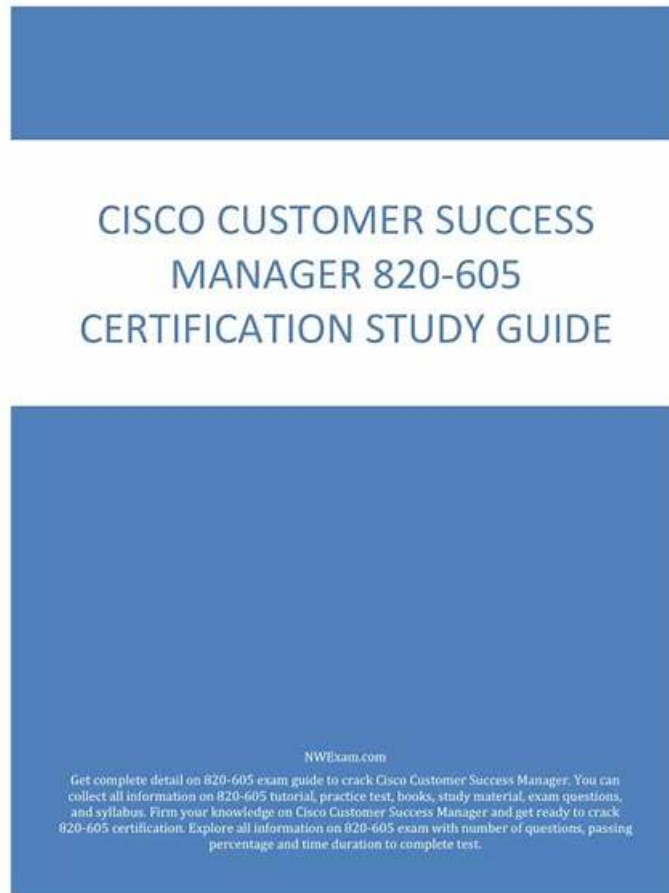


# 820-605 Guide Torrent: Cisco Customer Success Manager & Cisco Customer Success Manager Dumps VCE



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## Cisco Customer Success Manager Sample Questions (Q73-Q78):

### NEW QUESTION # 73

Which Customer Success activity is critical from the supplier perspective?

- A. driving full adoption of the company's technology across all supported solutions
- B. identifying opportunities for sales expansion
- C. listening carefully to the customer's feedback and taking actions so the company's solutions can be improved
- D. ensuring the customer has a success plan and is achieving each milestone in a timely manner

**Answer: A**

Explanation:

Driving full adoption of the company's technology across all supported solutions ensures that customers are utilizing the product to its fullest extent, which is critical for demonstrating value and fostering long-term customer relationships.

### NEW QUESTION # 74

The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Set a goal to achieve	step 1
Baseline the current usage	step 2
Update the success plan with status	step 3
Investigate the current barrier to utilization	step 4

**Answer:**

Explanation:

Set a goal to achieve	Baseline the current usage
Baseline the current usage	Investigate the current barrier to utilization
Update the success plan with status	Set a goal to achieve
Investigate the current barrier to utilization	Update the success plan with status

- Baseline the current usage
- Investigate the current barrier to utilization
- Set a goal to achieve
- Update the success plan with status

**NEW QUESTION # 75**

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

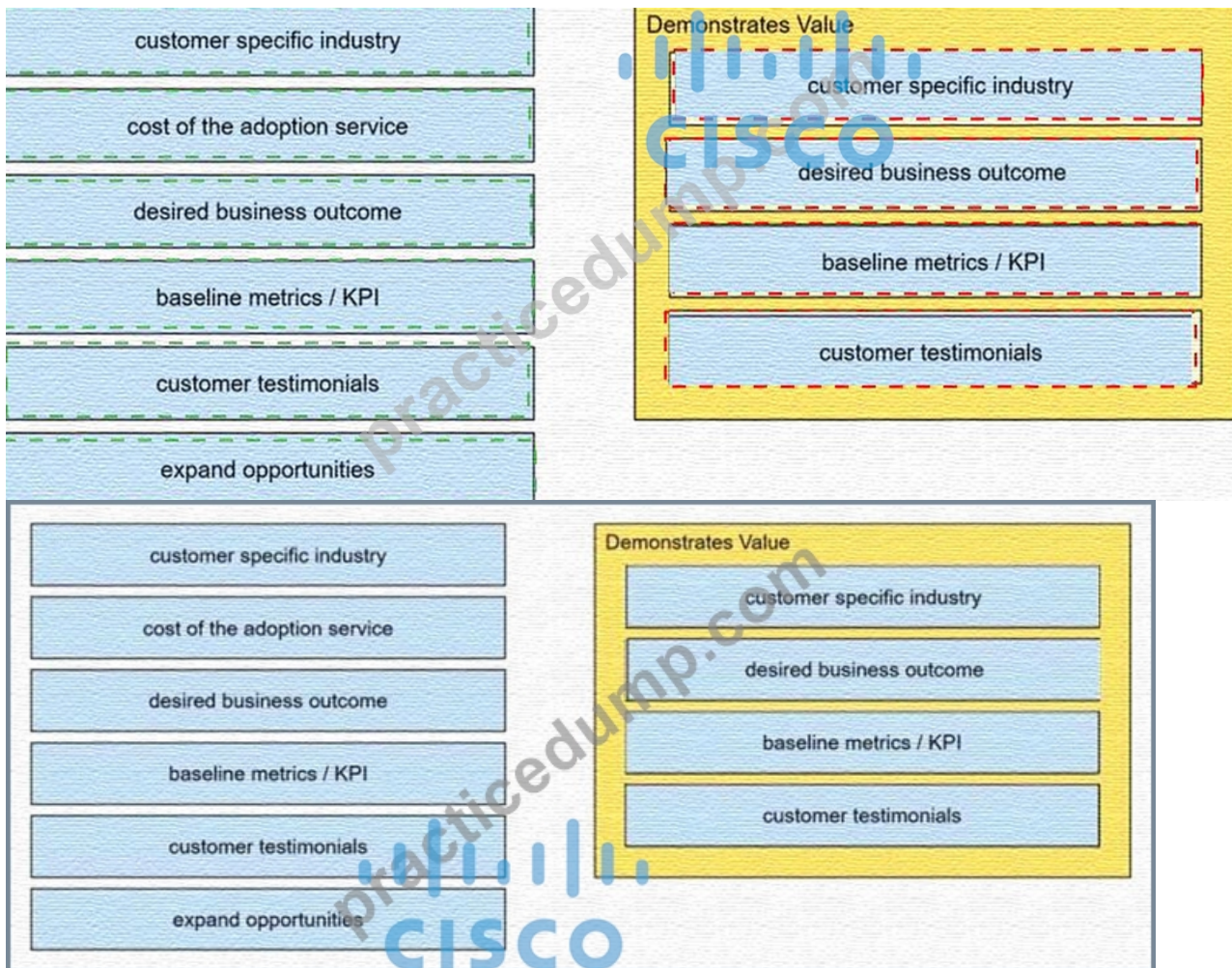
business outcomes	valid element of a success plan
confidential customer information	valid element of a success plan
customer financial statements	valid element of a success plan
detailed training plan	
key initiatives	
QSR review dates	

**Answer:**

Explanation:







#### NEW QUESTION # 77

Which two actions are critical when communicating with executives? (Choose two.)

- A. Target executive priorities
- B. Focus on technical details
- C. Incorporate the sales team's plan
- D. Keep services as a primary topic
- E. Focus on the value achieved

**Answer: A,E**

Explanation:

When communicating with executives, it's critical to focus on the value achieved by the solution and how it aligns with executive priorities. Executives are interested in how the solution contributes to the company's strategic goals and overall success. References: Executive communication guidelines that prioritize value demonstration and alignment with leadership objectives.

#### NEW QUESTION # 78

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