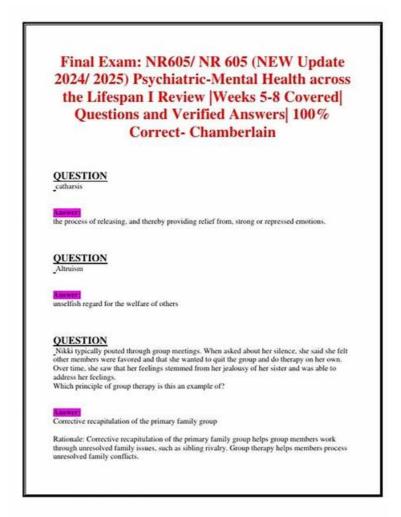
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Cisco 820-605 Certification Exam is designed for individuals who want to become proficient in customer success management. It is an excellent certification for professionals who are looking to enhance their skills in customer success management and provide better services to their clients. Cisco Customer Success Manager certification exam covers topics such as customer success management principles, customer success metrics, customer success strategies, and more.

Cisco Customer Success Manager Sample Questions (Q12-Q17):

NEW QUESTION #12

Which two actions are an adoption campaign? (Choose two)

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

Answer: A,D

NEW QUESTION #13

What is a key driver that is creating the need for customer success?

- A. financial resources
- B. portfolio management
- C. advanced specializations
- D. subscription economy

Answer: D

NEW QUESTION # 14

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

Answer: C,D

NEW QUESTION #15

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



Answer:





NEW QUESTION #16

Which outcome is the best that a Customer Success Manager can achieve for a customer?

- A. ensuring the customers deployment teams and end users are trained and ready to adopt the technology
- B. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased

- C. full adoption of all the technologies the customer purchased
- D. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer's business

Answer: B

Explanation:

The best outcome a Customer Success Manager can achieve for a customer is removing barriers so the customer achieves the fastest time to value possible from the solution they purchased. This ensures that the customer quickly realizes the benefits of their investment, leading to higher satisfaction and the potential for further expansion

NEW QUESTION #17

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Are you satisfied with your present job? Are you satisfied with what you are doing? Do you want to improve yourself? To master some useful skills is helpful to you. Now that you choose to work in the IT industry, you must register IT certification test and get the IT certificate which will help you to upgrade yourself. What's more important, you can prove that you have mastered greater skills. And then, to take Cisco 820-605 Exam can help you to express your desire. Don't worry. Exam4Labs will help you to find what you need in the exam and our dumps must help you to obtain 820-605 certificate.

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