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Cisco 820-605 Exam is an excellent certification for individuals who are looking to build a career in customer success management. 820-605 exam covers a broad range of topics related to customer success, and passing the exam demonstrates that the candidate has the knowledge and skills required to excel in this field. Candidates can prepare for the exam by taking advantage of various resources, including study guides, practice exams, and training courses offered by Cisco.

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Cisco 820-605: Cisco Customer Success Manager Exam Certification Path

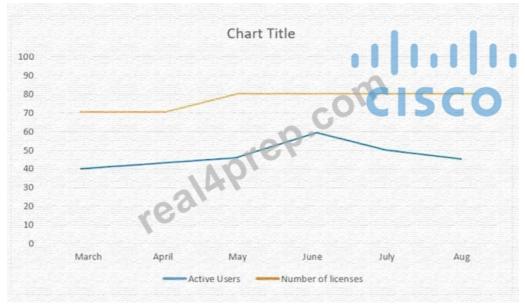
The Cisco 820-605: Cisco Customer Success Manager Exam certification path includes only one certification exam. Smart candidates who wish to create a solid foundation altogether examination topics and connected technologies typically mix video lectures with study guides to reap the advantages of each but **820-605 practice exams** are one important study tool that goes typically unnoted by most candidates. The Cisco and NetApp FlexPod Implementation and Administration Specialist is for storage and data management professionals including systems engineers, field engineers, professional services consultants, and channel partners who are focused on FlexPod solution enablement. This FlexPod certification is the first jointly developed, global, multivendor technical certification that delivers in-depth knowledge of the tools and standards to assess performance characteristics and requirements of the FlexPod integrated solution. This guide also includes **820-605 practice test** information.

Cisco 820-605 Exam is designed for individuals who are interested in pursuing a career as a customer success manager. Cisco Customer Success Manager certification exam is focused on the skills and knowledge required to manage customer relationships and ensure customer satisfaction. 820-605 exam tests the candidate's ability to create and implement customer success plans, use customer data to drive business outcomes, and communicate effectively with customers.

Cisco Customer Success Manager Sample Questions (Q18-Q23):

NEW QUESTION #18

Refer to the exhibit.



The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer has increased usage, which shows a strong indicator of renewal
- B. The customer's usage is too low to correctly measure the chance of their retention
- C. The customer's usage has seen a recent decline and the chance of them churning will be higher
- D. The customer has a high probability to renew and will include an expanded opportunity

Answer: C

Explanation:

The graph indicates that while the number of licenses purchased by the customer has remained constant, the number of active users has significantly declined after a peak in June. This suggests that the customer's engagement with the product is decreasing, which could lead to a higher risk of churn as the value perceived from the product diminishes. References: Customer engagement and retention strategies often highlight the importance of monitoring active usage as a key indicator of customer satisfaction and likelihood

NEW QUESTION #19

The customer wants to improve operational expenditure and reduce the C02 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two)

- A. credibility
- B. time to market
- C. cost efficiency
- D. sustainability
- E. business growth

Answer: A,B

NEW QUESTION #20

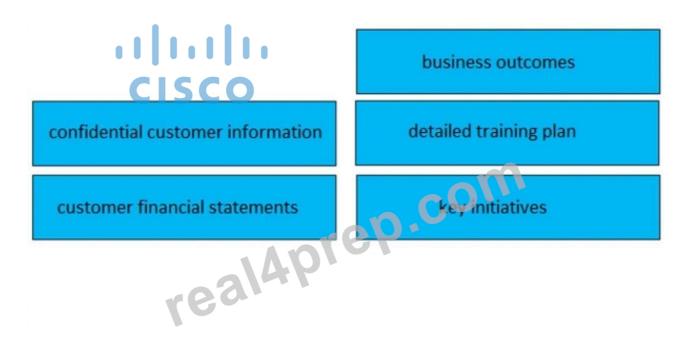
Drag and Drop Question

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



Answer:

Explanation:



QSR review dates

NEW QUESTION #21

Which action should be taken to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide a detailed cost structure for the management team
- B. Provide training content to address current and existing barriers.
- C. Provide break-fix support for technical problems experienced or observed by the customer.
- D. Provide direct and in-depth technical expertise upon customer request.

Answer: B

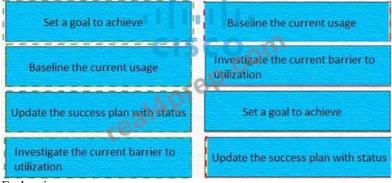
NEW QUESTION #22

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
Up late the success plan with status	step 3
Investigate the current barrier to utilization	step 4

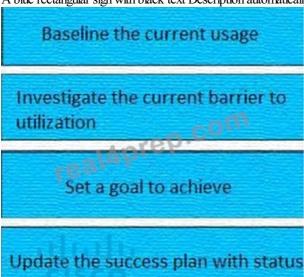
Answer:

Explanation:



Explanation:

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NEW QUESTION #23

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