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Cisco 820-605 Certification Exam is a valuable certification for professionals who aspire to become customer success managers. It validates the candidate's understanding of Cisco's customer success methodology, which is a customer-centric approach to achieve business outcomes. Achieving this certification can lead to career advancement opportunities and enable the candidate to drive customer satisfaction, loyalty, and retention.

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# Cisco Customer Success Manager Sample Questions (Q152-Q157):

#### **NEW QUESTION #152**

Which two actions are in adoption campaign? (Choose two.)

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

#### Answer: A,E

#### Explanation:

Adoption campaigns typically include actions such as messaging users about best practices for their solutions to encourage proper and effective use, and informing stakeholders about new features that could enhance their solution's value. References: Cisco Customer Success Manager documentation and best practices in adoption campaigns emphasize the importance of educating users and stakeholders to drive solution adoption and utilization.

#### **NEW QUESTION #153**

Which Oprovides the best information to use to define customer success factors?

- A. What tools are you looking for, to better measure your ROI?
- B. Which Cisco products best fit your goals?
- C. What are your business objectives for this project/initiative?
- D. What services do you need?

#### Answer: C

#### **NEW QUESTION #154**

Which one of the following solutions enable business outcomes in the financial industry?

- A. Plant Floor Control Network
- B. Internet of Everything
- C. Remote Expert
- D. Multilayer Switching
- E. Medianet

#### Answer C

#### **NEW QUESTION #155**

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Have marketing write a blog post about the new solution.
- B. Advertise additional user training sessions throughout the organization.
- C. Block all alternative chat and video collaboration systems.
- D. Conduct a survey to determine which collaboration solutions users are using.
- E. Encourage the customer to purchase updated endpoints.

Answer: B,D

#### **NEW QUESTION #156**

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. telemetry
- B. health score
- C. help desk data
- D. training surveys
- · E. risk management

Answer: A,B

#### **NEW QUESTION #157**

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