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Cisco 820-605 exam covers a wide range of topics related to customer success management, including customer lifecycle management, customer success metrics, and customer engagement models. 820-605 exam also evaluates the candidates' understanding of customer journey mapping, customer segmentation, and customer feedback management. 820-605 exam is designed to test the candidates' ability to apply these concepts in real-world scenarios and make informed decisions to enhance customer experience.

Passing the Cisco 820-605 Exam is not an easy task. 820-605 exam requires the candidates to have a deep understanding of customer success management concepts and skills. Therefore, the candidates need to have hands-on experience in working with customers, as well as extensive knowledge of Cisco products and solutions. However, passing 820-605 exam is worth the effort, as it opens up new career opportunities and helps the candidates gain recognition as customer success management professionals.

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Cisco Customer Success Manager Sample Questions (Q83-Q88):

NEW QUESTION # 83

Refer to the exhibit.

| Customer Name | Health Index | Utilization Score | Quality Score | Sentiment Score | Financial Score |
|---------------|--------------|-------------------|---------------|-----------------|-----------------|
| Company A | 44 | 70 | 59 | 55 | 61 |
| Company B | 72 | 72 | 72 | 64 | 60 |
| Company C | 51 | 41 | 41 | 33 | 61 |

Which action should the Customer Success Manager take to improve the health index of Company B?

- A. Provide recommendations for training and offer scripts for learning products.
- B. Observe the net promoter scores and how likely the customer is to create a success story.
- C. Perform a marketing campaign and design a roadmap of new products.
- D. **Analyze annual recurring revenue growth and reduce renewal risks associated with technology.**

Answer: D

NEW QUESTION # 84

A customer wants to deploy new technology. The Customer Success Manager is concerned the customer is not ready to adopt the solution. Which steps with the Project and Operations teams ensure a successful adoption?

- A. Complete a knowledge assessment of the Project and Operations teams, determine gaps, and develop a training plan.
- B. Research the best training available for this new technology and ensure as many IT staff as possible attend the training.
- C. **Conduct an end-user assessment, determine gaps, and suggest appropriate training for all users of the new technology.**
- D. Assign internal resources to develop and deliver training to the customer's IT staff to ensure the project is successful.

Answer: C

NEW QUESTION # 85

Which element of the renewal risk analysis is associated with a customer's requests to maintain existing pricing?

- A. adoption barriers
- B. customer budget
- C. **competitive differentiation**
- D. value realization

Answer: C

NEW QUESTION # 86

Refer to the exhibit.

| Task | Stakeholder 1 | Stakeholder 2 | Stakeholder 3 | Stakeholder 4 | Stakeholder 5 | Stakeholder 6 |
|----------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Project Task 1 | R | A | C | A | I | A |

What is the problem with this RACI example?

- A. More stakeholders should be involved.

- B. Too many people are accountable for this task.
- C. Every task should have four people consulted.
- D. No one has multiple roles.

Answer: B

Explanation:

In a RACI chart, which stands for Responsible, Accountable, Consulted, and Informed, the best practice is to have only one person accountable for each task to ensure clear ownership and avoid confusion. The image shows that three different stakeholders (Stakeholders 2, 4, and 6) are marked as accountable ('A') for Project Task 1, which is not recommended as it can lead to accountability issues and dilute the clarity of who is ultimately answerable for the task's completion. References: Best practices in project management and RACI chart guidelines.

NEW QUESTION # 87

A customer's call center unexpectedly moved from in-person to remote operations and discovered that agents could no longer record their calls. The customer escalates this problem to their Customer Success Manager and requests a resolution. The Customer Success Manager recognizes that the customer is using collaboration products with outdated software. What is the first step of the mitigation plan?

- A. Evaluate the availability of resources to work on the problem
- B. Engage a specialist to identify a technical solution or workaround.
- C. Establish a timeline of when a solution must be in place.
- D. **Conduct an assessment of the business impact of the problem**

Answer: D

NEW QUESTION # 88

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