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Cisco 820-605 exam is designed for professionals who want to specialize in customer success management. 820-605 exam is suitable for professionals who are working in customer success roles or those who are planning to switch to a customer success career. 820-605 exam is also ideal for professionals who want to validate their skills and knowledge in customer success management.

## How to Prepare for Cisco 820-605: Cisco Customer Success Manager Exam

### Preparation Guide for Cisco 820-605: Cisco Customer Success Manager Exam

#### Introduction

Cisco has created a track for IT professionals to certify as a Cisco Video infrastructure on the Cisco platform. This certification program provides Cisco professionals with a way to demonstrate their skills. The assessment is based on a rigorous exam using the industry-standard methodology to determine whether a candidate meets Cisco's proficiency standards.

According to Cisco, a Cisco 820-605 exam enables organizations to leverage basic next-generation intrusion prevention systems, firewall security concepts, and the Cisco Firepower system components and features. With a thorough understanding of Cisco Video Servers and endpoints, an individual can design, develop, and manage robust, secure, scalable, highly available, and dynamic unified solutions to drive business objectives.

Certification is evidence of your skills, expertise in those areas in which you like to work. If a candidate wants to work on Securing Cisco Networks with FireSIGHT Intrusion Prevention System 820-605 and prove his knowledge, Certification is offered by Cisco.

This Cisco 820-605 exam Certification helps a candidate to validate his skills in Cisco 820-605 exam Technology.

In this guide, we will cover the **820-605 exam dumps**, Cisco 820-605 exam Certified professional salary and all aspects of the Cisco 820-605 exam Certification. This guide also includes **820-605 practice exams** information.

## Cisco 820-605 Free Pdf Guide | Reliable 820-605 Exam Pdf

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### Cisco Customer Success Manager Sample Questions (Q149-Q154):

#### NEW QUESTION # 149

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Provide technical configuration for development
- B. Discuss new opportunities and new products to purchase
- C. Create a success plan to be reviewed with the customer at the next review meeting
- D. Document the session, stakeholder interests, and metrics for leadership

**Answer: D**

Explanation:

After an onboarding session, the next step for a Customer Success Manager is to document the session, including stakeholder interests and metrics, for leadership. This ensures that there is a record of what was discussed and agreed upon, which can be referenced in future interactions and strategy planning.

#### NEW QUESTION # 150

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- B. It gives the customer valuable insight so they can automatically renew critical on time
- C. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- D. Understanding your customer's health directly enables renewals

**Answer: D**

#### NEW QUESTION # 151

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. consumption gap
- B. organizational gap
- C. financial gap
- D. capability gap

**Answer: A**

Explanation:

Explanation/Reference: <https://www.customersuccessmanager.com/blogs/the-consumption-gap>

#### NEW QUESTION # 152

Which analysis model is used to better understand the customer business environment?

- A. RACI
- B. dashboard

- C. renewal contract
- D. SWOT

**Answer: D**

## NEW QUESTION # 153

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Engage with the account team to understand the expansion opportunities
- **B. Build an understanding of your customer's business and market trends and priorities**
- C. Perform a deep analysis of all the sales orders to the past 24 months
- D. Speak the internal contacts to understand the customer sentiment and outstanding escalations

**Answer: B**

### Explanation:

The best course of action to prepare for the first customer introduction meeting is to build an understanding of the customer's business, market trends, and priorities. This knowledge will enable the Customer Success Manager to have a meaningful conversation with the customer, aligning the discussion with the customer's strategic goals and industry context.

## NEW QUESTION # 154

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