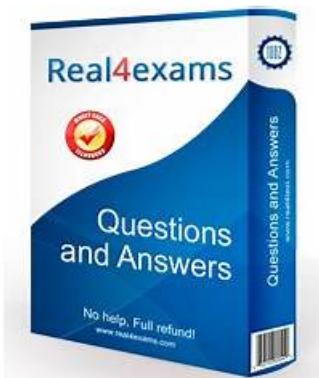


# Real 820-605 Exam Answers, Reliable 820-605 Exam Online



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Cisco 820-605 Exam covers a wide range of topics related to customer success management, including understanding customer needs, managing customer relationships, driving business outcomes, and measuring customer success. 820-605 exam is designed to assess the candidate's ability to apply industry best practices and methodologies to manage customer relationships effectively. Cisco Customer Success Manager certification is highly valued by Cisco partners, and it is an excellent way to demonstrate your expertise in the field of customer success management.

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## Cisco Customer Success Manager Sample Questions (Q126-Q131):

### NEW QUESTION # 126

What defines a use case?

- A. list of instructions customers use for their software.
- B. list of actions or event steps that a customer uses.
- C. list of actions that define the interactions between a role and a system to achieve a goal.
- D. comparison of the marketing description of what a product does and the customer's experience.

**Answer: C**

### NEW QUESTION # 127

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

**Answer: A**

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 of renewal.

### NEW QUESTION # 128

What are two adoption barriers? (Choose two.)

- A. lack of resources
- B. unused customer success support
- C. gaps in the account baseline
- D. loss of project sponsor
- E. lack of expansion

**Answer: A,D**

### NEW QUESTION # 129

What is the main objective of customer success?

- A. known and unknown features of product and solutions
- B. customer's reduction of risk
- C. outcomes customers are trying to achieve
- D. customer's return on investment

**Answer: C**

Explanation:

The main objective of customer success is to ensure that customers achieve the outcomes they are trying to reach with the product or service. This focus on outcomes ensures that the customer success initiatives are aligned with the customer's goals and objectives

## NEW QUESTION # 130

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.

### Answer:

### Explanation:

## NEW QUESTION # 131

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