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Cisco is a renowned company that provides networking and IT solutions globally. The company offers a wide range of certifications that validate the skills and knowledge of IT professionals. One of the most in-demand certifications from Cisco is the Cisco Customer Success Manager (820-605) certification. Cisco Customer Success Manager certification exam is designed to measure the skills of professionals in customer success management.

Cisco 820-605 Certification Exam is an excellent choice for IT professionals who want to enhance their skills in customer success management. Cisco Customer Success Manager certification validates the skills required to drive customer success and deliver customer outcomes. Passing this certification exam opens up several job opportunities in customer success management and provides a competitive edge over other IT professionals.

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Cisco Customer Success Manager is a role that helps customers in achieving their desired outcomes through the use of technology. The Cisco 820-605 exam is designed to test the skills and knowledge of individuals who are interested in pursuing a career as a Cisco Customer Success Manager. 820-605 Exam is one of the requirements for obtaining the Cisco Certified Customer Success Manager certification.

Cisco Customer Success Manager Sample Questions (Q137-Q142):

NEW QUESTION # 137

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. Service organizations must evolve from a "break fix" business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption. The CSM advises and professional services team on the best services to position.

- B. The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.
- C. IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- D. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.

Answer: C

NEW QUESTION # 138

The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

- A. sustainability
- B. credibility
- C. business growth
- D. risk management
- E. cost efficiency

Answer: B,D

Explanation:

To increase market share and protect the brand's reputation, risk management and credibility are essential. Risk management helps in mitigating potential threats that can affect market share, while credibility establishes trust with customers and stakeholders, which is vital for brand reputation. References: Cisco Customer Success Manager documentation1.

NEW QUESTION # 139

Which two adoption outcomes are renewal indicators? (Choose two)

- A. training attendance
- B. payment schedule
- C. solution discount
- D. optimized services
- E. customer testimonial

Answer: B,E

NEW QUESTION # 140

What is the best method to measure customer consumption of technology?

- A. content management
- B. telemetry and analytics
- C. enterprise CRM and incident management
- D. recurring revenue management

Answer: B

Explanation:

The best method to measure customer consumption of technology is through telemetry and analytics.

Telemetry involves the automatic recording and transmission of data from remote or inaccessible sources to an IT system in a different location for monitoring and analysis. Analytics is the systematic computational analysis of data or statistics. Together, they provide a comprehensive view of how customers are using technology

NEW QUESTION # 141

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

Answer: B

NEW QUESTION # 142

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