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Cisco 820-605 exam is aimed at professionals who are responsible for managing customer relationships, driving adoption, and ensuring customer satisfaction. It is also suitable for individuals who are looking to enhance their skills in customer success management and improve their job prospects. 820-605 Exam is designed to assess the candidates' ability to identify customer needs, provide solutions, and build long-term relationships with customers.

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## Cisco Customer Success Manager Sample Questions (Q11-Q16):

### NEW QUESTION # 11

What is a goal of the Quarterly Success Review?

- A. negotiation of discount levels associated with solution expansion
- B. product expansion to demonstrate customer loyalty
- C. alignment of priorities and outcomes while celebrating accomplishments
- D. identification of new areas of growth and sales

**Answer: C**

Explanation:

The goal of the Quarterly Success Review is to align priorities and outcomes while celebrating accomplishments. This review serves as a strategic session that ensures both the customer and the organization are on the same page regarding business objectives and the progress towards achieving them. It's also an opportunity to acknowledge and celebrate the milestones and successes along the way, reinforcing the partnership and the value derived from the services or products provided.

References:

Cisco's official page on Customer Success Manager certification<sup>2</sup>.

\*Skilljar blog on scaling Customer Success with Quarterly Business Reviews<sup>3</sup>.

### NEW QUESTION # 12

Which task drives advocacy with customer stakeholders?

- A. creating technical documentation
- B. creating a success story
- C. creating a stakeholder map
- D. creating a Customer Success Plan

**Answer: B**

Explanation:

Creating a success story drives advocacy with customer stakeholders. Success stories showcase the value delivered to the customer and can inspire and influence other stakeholders.

### NEW QUESTION # 13

What is a purpose of a customer stakeholder map?

- A. to build a product roadmap
- B. to create a communication plan
- C. to establish a training plan
- D. to identify the critical elements of customer culture

**Answer: B**

Explanation:

The purpose of a customer stakeholder map is to create a communication plan that outlines how to engage with various stakeholders. It helps in understanding their influence, interests, and the dynamics between them, which is essential for effective communication and relationship management<sup>8</sup>.

### NEW QUESTION # 14

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 # 15

Which statement describes the difference between customer success and customer sales?

- A. Customer sales is about selling solutions to meet business needs Customer success is about finding product opportunities for sales as the customer utilizes their current solution.
- B. Customer sales is about getting customers to utilize their solutions to get the value they intended Customer success is about expanding the customer's portfolio.
- **C. Customer sales is about getting customers to utilize their solutions to get the value they intended Customer success is about making sure the customer deploys the solution within an effective timeline.**
- D. Customer sales is about selling solutions to meet business needs Customer success is about getting customers to utilize those solutions to get the value they intended.

**Answer: C**

### NEW QUESTION # 16

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