

Cisco 820-605 Valid Exam Pattern - Technical 820-605 Training



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Cisco 820-605 Certification Exam, also known as the Cisco Customer Success Manager certification, is a globally recognized certification that validates the skills and knowledge of professionals who aspire to become customer success managers. 820-605 Exam focuses on the critical skills required to manage customer relationships, drive adoption of Cisco solutions, and ensure customer satisfaction.

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Cisco Customer Success Manager Sample Questions (Q140-Q145):

NEW QUESTION # 140

A customer has finalized all of their solution planning and will be deploying it over the next two weeks. As the customer Success Manager, what is the next logical step to focus on for the customer's lifecycle journey?

- A. initial user group identified and their use cases confirmed
- B. additional features that will align with the business outcomes
- C. Quarterly Success Review build and delivery
- D. service introduction to confirm that they know how to submit service issues at the go live
- E. customer's stakeholders and their business outcomes

Answer: D

NEW QUESTION # 141

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

Answer: A

Explanation:

To ensure successful adoption of new technology, it is crucial to assess end-user readiness, identify any skill gaps, and provide targeted training. This ensures that all users are equipped to utilize the new technology effectively. References: Adoption frameworks within Cisco Customer Success Manager documentation that recommend assessing end-user capabilities and providing training to bridge any gaps.

NEW QUESTION # 142

From a Customer Success perspective, why should the customer's health be monitored?

- A. to provide the opportunity to address any changes in the customer's experience around the solution
- B. to give the customer valuable insight so they can automatically renew critical services on time
- C. to directly enable renewals
- D. to identify unused licenses so they can be addressed via a service improvement plan

Answer: C

NEW QUESTION # 143

Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago.

The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. number of users registered, bandwidth utilization, number of training sessions user joined
- B. number of users registered, service logs, number of users
- C. number of users registered, number of meetings user initiated, number of meetings user joined
- D. network utilization, number of meetings user initiated, number of users

Answer: C

Explanation:

The critical reports for the meeting with the Director of IT Policy and Governance to address the CIO's dissatisfaction would include the number of users registered, the number of meetings user initiated, and the number of meetings user joined. These reports will provide insights into user engagement and utilization of the collaboration solution.

NEW QUESTION # 144

Which definition of customer success is true?

- A. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- C. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.
- D. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.

