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Cisco Customer Success Manager (CSM) Certification is a program designed for professionals who are responsible for customer success, satisfaction, and retention. The CSM certification validates the skills and knowledge required to manage customer success programs effectively. The Cisco 820-605 Exam is the certification exam for the CSM program, which tests the knowledge and skills required to become a successful customer success manager.

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To prepare for the Cisco 820-605 Exam, candidates can take advantage of a variety of study materials and resources, including Cisco's official training courses, study guides, and practice exams. By passing the exam, candidates can demonstrate their expertise in customer success management and their ability to deliver value to customers using Cisco technologies and solutions.

Cisco Customer Success Manager Sample Questions (Q100-Q105):

NEW QUESTION # 100

Which two options are reasons why effective communications is key to success? (Choose two.)

- A. It allows effective interaction between stakeholders.
- B. Can help mitigate the intrinsic risks within negotiation.
- C. It allows other strengths to create maximum impact.
- D. Can help lessen the impact of business weakness.

Answer: A,D

NEW QUESTION # 101

In which lifecycle stage would a lack of skilled resources be identified as a barrier?

- A. sales proof of concept
- B. late-stage adoption
- C. early-stage adoption
- D. solution renewal

Answer: C

Explanation:

A lack of skilled resources would typically be identified as a barrier in the early-stage adoption of a lifecycle. This is when the initial implementation and user training occur, and the need for skilled resources is critical to ensure successful adoption

NEW QUESTION # 102

What is the value proposition of customer success for customers?

- A. incremental rewards
- B. business vision support
- C. external publicity
- D. technical assistance prioritization

Answer: B

NEW QUESTION # 103

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

Answer: A

NEW QUESTION # 104

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?

- Answer: B**

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