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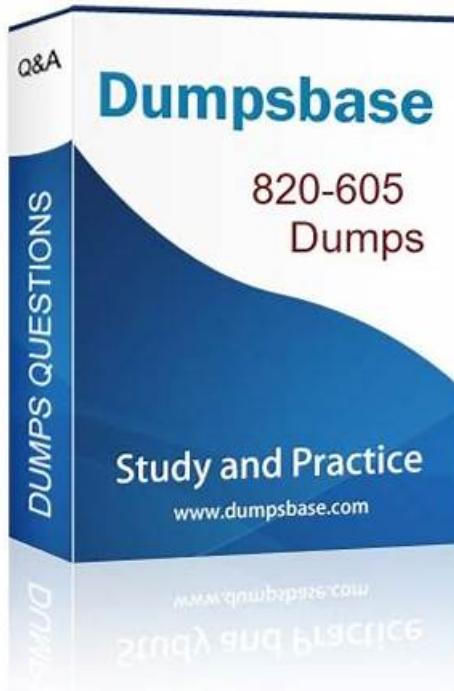
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How much Cisco 820-605: Cisco Customer Success Manager Exam Cost

The price of the Cisco 820-605 exam is USD 300, for more information please visit the Cisco Official Website.

Cisco 820-605 is a high-level certification exam that is designed for individuals who are looking to build a career in customer success management. 820-605 Exam is intended to test the knowledge and skills of candidates in areas such as customer success, customer experience, customer lifecycle management, and customer value proposition. Cisco Customer Success Manager certification exam is known as Cisco Customer Success Manager and is a highly valued certification in the industry.

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Cisco 820-605 Exam Topics:

Section	Weight	Objectives
Expand Opportunities and Renewal	15%	- Describe types of expand opportunities • Additional features • New use cases • Additional User groups • New solutions • Change management services - Identify potential expansion opportunities across the customer lifecycle from a customer success plan - Create an adoption campaign to identify expand opportunities - Update customer success plan with expand opportunities - Explain the elements of a renewal risk analysis - Create mitigation plans that address risk factors
Barrier Management	25%	- Identify types of customer barriers • Business • Operational • Technical • Corporate Culture - Describe sources used to identify customer barriers • Tools (telemetry, consumption data) • Process • People - Identify customer barriers • Observation • Conversation • Data - Identify actions that impact time to value for common customer barriers • Stalled or prolonged implementation • Loss of a project sponsor • Lack of product features • Product quality or performance issues • Product is not the right fit for the customer

Success Plan Creation	25%	- Identify the product or solution purchased
		- Identify key stakeholder roles
		- Validate the desired business outcome based on information obtained from key stakeholders
		- Identify critical success factors to connect to business outcomes
		- Analyze the account baseline to identify gaps
		
		  • Tools
		  • Process
		  • People
		
		- Analyze a customer health score
		
		  • Product Usage
		  • Product Quality
		  • Customer Sentiment
		  • Customer Financials
		
		- Describe the common elements of a customer success plan
		- Explain the purpose of targeted use cases
		- Identify the individuals and responsibilities within a RACI
		- Explain how outcomes, Key Performance Indicators (KPI) and metrics contribute to customer value achievement

Customer Success Management	20%	- Explain the elements of customer onboarding
		
		  • Deployment planning
		  • Priority success focus
		  • Timeline to value
		  • Feature matrix utilization
		
		- Explain the purpose of essential customer management activities
		
		  • Customer and industry observations
		  • Customer conversations and interactions
		  • Account data and scoreboard review
		  • Capturing moments of success
		  • Success Plan review
		
		- Explain communication needs of stakeholders
		
		  • Customer Executive
		  • Account Manager
		  • Customer User
		  • Services
		  • Business Unit
		
		- Describe the Quarterly Success Review process
		- Identify outcomes from a Quarterly Success Review
		- Identify opportunities for customers to act as advocates

Cisco Customer Success Manager Sample Questions (Q23-Q28):

NEW QUESTION # 23

What is the value proposition of customer success for customers?

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

Answer: A

NEW QUESTION # 24

Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide direct and in-depth technical expertise upon customer request.
- B. Provide training content to address current and existing barriers.
- C. Provide a detailed cost structure for the management team.
- D. Provide break-fix support for technical problems experienced or observed by the customer.

Answer: B

NEW QUESTION # 25

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

Answer: B,D

NEW QUESTION # 26

Refer to the exhibit.

Which initial action does a Customer Success Manager take?

- A. Provide trending information on license types B and D and share with all stakeholders
- B. Run analysis on all the license types used by the customer on all platforms
- C. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features
- D. Share the report with the customer point of contact for license types B and D and determine causes

Answer: D

NEW QUESTION # 27

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- A. questions to validate the interpreted analytical data
- B. customer annual report and quarterly business reviews
- C. sales account plan
- D. detailed contract inventory
- E. support tickets reports and diagnostic information

Answer: A,D

NEW QUESTION # 28

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