

Top Hot 820-605 Spot Questions | Valid 820-605 Reliable Braindumps Ebook: Cisco Customer Success Manager 100% Pass



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Cisco 820-605 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Customer Success Management	20%	- Customer engagement and relationship building - Continuous value orchestration - Usage data interpretation and analysis
Topic 2: Renewals and Expansion	15%	- Identifying expansion opportunities - Driving customer loyalty and growth - Renewal strategies and processes
Topic 3: Barrier Management	25%	- Developing barrier removal strategies - Overcoming resistance and technical hurdles - Identifying adoption barriers
Topic 4: Success Plan Creation	25%	- Customer journey mapping - Success planning and goal setting - Stakeholder engagement and alignment
Topic 5: Customer Success Industry Knowledge	15%	- Customer Success trends and market dynamics - Value realization and business outcomes - Customer lifecycle management

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

NEW QUESTION # 100

- A. Product Sales Specialist
- B. Renewals Manager
- C. Account Manager
- **D. Customer Success Manager**

Answer: D

Explanation:

The stakeholder responsible for ensuring that the customer realizes value from solutions coming up for renewal is the Customer Success Manager. Their role is to work closely with the customer to ensure they are achieving their desired outcomes with the solution and to address any concerns that may affect the renewal decision.

NEW QUESTION # 101

Which two actions are critical when communicating with executives? (Choose two).

- **A. Incorporate the sales team's plan.**
- **B. Focus on the value achieved.**
- C. Keep services as a primary topic.
- D. Focus on technical details.
- E. Target executive priorities

Answer: A,B

NEW QUESTION # 102

What is the term for the gap between the features and functions that customers purchase and the features and functions that they use?

- A. capability gap
- B. organizational gap
- C. financial gap
- **D. consumption gap**

Answer: D

Explanation:

The term for the gap between the features and functions that customers purchase and the features and functions that they use is consumption gap. This gap can indicate areas where customers may need additional support or training to fully utilize their purchase.

Reference: <https://www.customersuccessmanager.com/blogs/the-consumption-gap>

NEW QUESTION # 103

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled.

The other two solutions are in regular use in production How should the Customer Success Manager address the one solution that has not been fully enabled?

- A. Contact the services team and request that they reach out to the customer to address the solution.
- B. No action is needed because the customer will probably renew and you can address the issue after the renewal.
- C. Make the renewals manager aware that the one solution is not fully implemented but the other two are fine.
- **D. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue.**

Answer: D

NEW QUESTION # 104

A hospital has invested heavily in new solutions including email, knowledge management, identity management, and a unified

communications system. The hospital must identify the critical success factors in deploying and integrating these solutions. What advice should the Customer Success Manager provide?

- A. Appoint a single integrator with multidomain expertise to deploy the solutions.
- B. Follow industry standards as it relates to each technology domain.
- C. Commission a team of internal experts to manage different vendors.
- D. Ensure effective overall change management, including end-user impact.

Answer: D

NEW QUESTION # 105

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