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Cisco 820-605 Exam covers various topics related to customer success management. These topics include understanding the customer's business, identifying customer needs, mapping customer needs to Cisco solutions, and ensuring customer success. 820-605 exam also covers customer success metrics, such as customer satisfaction, customer retention, and customer loyalty. Moreover, the exam assesses the candidates' skills in developing and executing customer success plans, as well as in managing customer relationships.

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Cisco CSM certification is intended for individuals who are involved in customer success management, such as customer success managers, customer experience managers, account managers, and sales professionals. Cisco Customer Success Manager certification provides candidates with the knowledge and skills necessary to build strong customer relationships, drive customer adoption and loyalty, and help customers achieve their business goals.

Cisco Customer Success Manager Sample Questions (Q130-Q135):

NEW QUESTION # 130
Refer to the exhibit.
What is the problem with this RACI example?

- A. Every task should have four people consulted.
- B. More stakeholders should be involved.

- C. Too many people are accountable for this task.
- D. No one has multiple roles.

Answer: C

Explanation:
In a RACI chart, which stands for Responsible, Accountable, Consulted, and Informed, the best practice is to have only one person accountable for each task to ensure clear ownership and avoid confusion. The image shows that three different stakeholders (Stakeholders 2, 4, and 6) are marked as accountable ('A') for Project Task 1, which is not recommended as it can lead to accountability issues and dilute the clarity of who is ultimately answerable for the task's completion. References: Best practices in project management and RACI chart guidelines.

NEW QUESTION # 131
What are the sources used to identify barriers?

- A. customer, product, usage
- B. success plan, tools, training
- C. people, process, tools
- D. people, plan, process

Answer: C

Explanation:
The sources used to identify barriers include people, process, and tools. People refer to the stakeholders involved, process refers to the workflows and procedures in place, and tools refer to the technologies and resources available to support the customer success efforts

NEW QUESTION # 132
You are a Customer Success Manager and have just been assigned a strategic new account.
Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Build an understanding of your customer's business and market trends and priorities.
- B. Speak with internal contacts to understand the customer sentiment and outstanding escalations.
- C. Engage with the account team to understand the expansion opportunities.
- D. Perform a deep analysis of all the sales orders for the past 24 months.

Answer: A

NEW QUESTION # 133
What is the best reason for documenting your customer's success?

- A. To provide expansion opportunities for your sales team.
- B. To provide awareness Of the value achieved by the customer's purchased solution.
- C. To document roles and responsibilities for your project management.
- D. To establish KPI'S that measure the success of your company's business.

Answer: B

NEW QUESTION # 134
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 # 135

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