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Passing the Cisco 820-605 exam is not an easy task. 820-605 exam requires the candidates to have a deep understanding of customer success management concepts and skills. Therefore, the candidates need to have hands-on experience in working with customers, as well as extensive knowledge of Cisco products and solutions. However, passing 820-605 Exam is worth the effort, as it opens up new career opportunities and helps the candidates gain recognition as customer success management professionals.

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Our 820-605 study materials are compiled and verified by the first-rate experts in the industry domestically and they are linked closely with the real exam. Our products' contents cover the entire syllabus of the exam and refer to the past years' exam papers. Our test bank provides all the questions which may appear in the real exam and all the important information about the exam. You can use the practice test software to test whether you have mastered the 820-605 Study Materials and the function of stimulating the exam to be familiar with the real exam's pace, atmosphere and environment.

Cisco 820-605 exam is designed for professionals who want to specialize in customer success management. 820-605 exam is suitable for professionals who are working in customer success roles or those who are planning to switch to a customer success career. 820-605 Exam is also ideal for professionals who want to validate their skills and knowledge in customer success management.

Cisco Customer Success Manager Sample Questions (Q129-Q134):

NEW QUESTION # 129

Which two activities support Customer Success planning? (Choose two.)

- A. adoption barrier identification
- B. KPI tracking
- C. service delivery program management
- D. service ticket tracking
- E. quality control

Answer: A,B

NEW QUESTION # 130

Which two Customer Success approaches should a Customer Success Manager provide for their customers that face stalled implementation? (Choose two.)

- A. Introduce new features that have been recently enabled within the product.
- B. Offer upfront discounts and secure the business for as many years as possible.
- C. Sell additional training to the customer.
- **D. Determine if there has been a change in resourcing or stakeholders.**
- **E. Review priorities from the Success Plan with customer leadership.**

Answer: D,E

Explanation:

For customers facing stalled implementation, the Customer Success Manager should review the priorities outlined in the Success Plan with customer leadership and determine if there have been any changes in resourcing or stakeholders that may be affecting the implementation. References: The Cisco Customer Success Manager's approach to addressing stalled implementations includes ensuring alignment with the Success Plan and assessing any changes in the customer's organization that may impact the project.

NEW QUESTION # 131

What is Quarterly Success Review?

- **A. a conversation that outlines key initiatives that are agreed upon in the success plan.**
- B. gap analysis that focuses on the state of the customer's current architecture.
- C. technical analysis that outlines the implementation plan and adoption barriers.
- D. new success plan that focuses on the upcoming goals for the customer.

Answer: A

NEW QUESTION # 132

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

Answer: C,D

Explanation:

Prior to a meeting with the customer to discuss their adoption journey before the renewal, it's important to have the customer annual report and quarterly business reviews to understand the overall business health and past performance. Additionally, support tickets reports and diagnostic information are crucial to identify any issues the customer has faced and how they were resolved, which can inform the discussion on adoption and potential improvements

NEW QUESTION # 133

What is a leading indicator of adoption in the healthscore?

- A. renewal
- B. integrated account plan
- C. product sales
- **D. product quality**

Answer: D

Explanation:

A leading indicator of adoption in the health score is product quality. High-quality products are more likely to be adopted by users, which is reflected in the health score. References: Adoption metrics and health scores often include product quality as a key factor influencing customer satisfaction and adoption rates.

NEW QUESTION # 134

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