

820-605 Valid Exam Prep - 820-605 Latest Questions



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Cisco 820-605 Exam is an essential certification exam for customer success managers who work with Cisco solutions. Cisco Customer Success Manager certification exam is designed to validate the candidate's skills and knowledge related to customer success management, customer experience, and Cisco's products and services. Cisco Customer Success Manager certification helps professionals to differentiate themselves in the competitive job market and provides them with better career opportunities.

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Cisco Customer Success Manager Sample Questions (Q41-Q46):

NEW QUESTION # 41

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Discuss new opportunities and new products to purchase
- B. Create a success plan to be reviewed with the customer at the next review meeting
- **C. Document the session, stakeholder interests, and metrics for leadership**
- D. Provide technical configuration for development

Answer: C

NEW QUESTION # 42

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Solution Product Manager
- B. Customer Success Specialist
- C. Sales Engineer
- **D. Technical Engineer**

Answer: D

NEW QUESTION # 43

Which topics must be covered during a Quarterly Success Review to ensure that outcomes are achieved?

- **A. the success plan, the agreed priorities, and the planned outcomes**
- B. technical support cases in flight and support options
- C. stakeholder mapping and planned training sessions
- D. upcoming contract renewal and expansion opportunities

Answer: A

NEW QUESTION # 44

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

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

Answer: C,D

NEW QUESTION # 45

Which Customer Success activity is critical from the supplier perspective?

- **A. driving full adoption of the company's technology across all supported solutions**
- B. ensuring the customer has a success plan and is achieving each milestone in a timely manner
- C. identifying opportunities for sales expansion
- D. listening carefully to the customer's feedback and taking actions so the company's solutions can be improved

Answer: A

Explanation:

Driving full adoption of the company's technology across all supported solutions ensures that customers are utilizing the product to its fullest extent, which is critical for demonstrating value and fostering long-term customer relationships.

NEW QUESTION # 46

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