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Cisco 820-605 Exam is a valuable certification for professionals who want to enhance their knowledge and skills in customer success management in a networking environment. With the right preparation and training, individuals can pass the exam and earn the CSCSM certification, demonstrating their expertise and value to potential employers.

Cisco Customer Success Manager Sample Questions (Q78-Q83):

NEW QUESTION # 78
Which sources are used to identify customer barriers?

- A. executive insight, help desk summaries, upcoming marketing releases
- B. sales forecasting, data, health score
- C. consumption data, customer budgeting process, customer sentiment
- D. industry observations, Annual Recurring Revenue, utilization reports

Answer: C

Explanation:
The sources used to identify customer barriers include consumption data, customer budgeting process, and customer sentiment. These sources provide insights into how customers are using the product or service, their budgetary constraints, and their feelings towards the product or service. This information is critical for identifying any obstacles that might prevent customers from fully utilizing and gaining value from their purchases. By analyzing these aspects, Customer Success Managers can develop strategies to overcome these barriers and ensure customers are achieving their desired outcomes.
References:
*Cisco's official page on Customer Success Manager certification1.
*Cisco Customer Success Manager v2 exam topics, which outline the knowledge and skills tested in the exam2.

NEW QUESTION # 79

At which lifecycle stage does the Customer Success Manager identify the solution purchased?

- A. Onboard
- B. Select
- C. Implement
- D. Purchase

Answer: D

Explanation:

The Customer Success Manager identifies the solution purchased during the Purchase stage of the lifecycle.

This is when the transaction is completed, and the details of the purchase are finalized, including the specific solutions that the customer has bought. References: The lifecycle stages of customer engagement typically include the Purchase stage as a key phase where the details of the transaction are recorded and acknowledged.

NEW QUESTION # 80

Which list of components of a Customer Success Quarterly Success Review is common?

- A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter
- B. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
- C. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter
- D. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter

Answer: B

NEW QUESTION # 81

What is a common indicator of customer health?

- A. number of services purchased
- B. number of licenses purchased
- C. customer satisfaction metric
- D. amount of money spent on the solution

Answer: C

NEW QUESTION # 82

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. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue
- B. Make the renewals manager aware that the one solution is not fully implemented
- C. Contact the services team and request that they reach out to the customer and address the solution
- D. No action is needed because the customer will likely renew, and the issue can be addressed after the renewal

Answer: A

Explanation:

The Customer Success Manager should investigate why the customer has not fully enabled one of the solutions and work with the sales and renewals teams to address the issue. This proactive approach can help uncover any barriers to full adoption and ensure that the customer sees the full value of the solution before the renewal deadline

NEW QUESTION # 83

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