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Cisco 820-605 Exam is highly recommended for professionals who work in customer success management roles or aspire to do so. Cisco Customer Success Manager certification helps professionals stand out in a highly competitive job market and demonstrates their commitment to enhancing customer experience. The Cisco Customer Success Manager certification also provides professionals with the necessary skills and knowledge to develop and execute successful customer success strategies.

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Cisco Customer Success Manager Sample Questions (Q172-Q177):

NEW QUESTION # 172

The customer wants to improve operational expenditure and reduce the CO2 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two)

- A. credibility
- B. sustainability
- C. cost efficiency
- D. business growth
- E. time to market

Answer: A,E

NEW QUESTION # 173

Which type of information should be captured during the first customer engagement?

- A. cases escalated to technical support
- **B. customer's desired outcomes**
- C. stakeholder map
- D. expansion opportunities

Answer: B

Explanation:

During the first customer engagement, capturing the customer's desired outcomes is essential. This information helps in understanding the customer's expectations and goals, which guides the subsequent actions and strategies for customer success. References: Cisco Customer Success Manager documentation

NEW QUESTION # 174

Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

- A. Join the sales and marketing strategy meetings
- **B. Manage the service issues and escalations**
- **C. Review and update the success plan for ongoing activities**
- D. No action is necessary as long as the health index is green
- E. Observe the online image of the customer

Answer: B,C

Explanation:

Throughout the quarter, the Customer Success Manager should review and update the success plan for ongoing activities to ensure that it remains aligned with the customer's changing needs and goals. Additionally, managing service issues and escalations is crucial to support the customer by addressing any challenges promptly and effectively

NEW QUESTION # 175

Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company.

Which two opportunities can lead to advocacy? (Choose two.)

- A. green health scores over intermittent time periods
- **B. moments of success when the customer acknowledges progress**
- C. results that are not measurable
- D. continuing results based on unexpected value
- **E. successful contract renewal**

Answer: B,E

NEW QUESTION # 176

What is a lagging indicator?

- A. increase in the number of trained users
- B. development of a new product
- **C. increase in the net promoter score**
- D. adoption of a product

Answer: C

NEW QUESTION # 177

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