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You cannot pass the 820-605 exam if you do not have real Cisco Customer Success Manager (820-605) exam questions. It is the foremost thing that everyone should have to nail the Cisco 820-605 Exam. The 820-605 practice test material of Actual4Dumps is available in web-based practice tests, desktop practice exam software, and PDF.

Cisco 820-605 certification exam focuses on various topics, including customer success strategies, customer lifecycle management, and customer engagement models. 820-605 exam also covers topics such as customer needs assessment, customer onboarding, and customer advocacy. Individuals who take 820-605 exam will gain a deep understanding of customer success management and will be able to use this knowledge to drive business growth and customer satisfaction.

Cisco 820-605 Exam is designed for individuals who are interested in pursuing a career as a customer success manager. Cisco Customer Success Manager certification exam is focused on the skills and knowledge required to manage customer relationships and ensure customer satisfaction. 820-605 exam tests the candidate's ability to create and implement customer success plans, use customer data to drive business outcomes, and communicate effectively with customers.

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### Cisco Customer Success Manager Sample Questions (Q29-Q34):

#### NEW QUESTION # 29

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics. Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.

**Answer:**

Explanation:

#### NEW QUESTION # 30

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Examine solution pricing with the Renewals Manager.
- **B. Review the original business case and reassess desired outcomes with the new leadership team.**
- C. Create a new Health Index dashboard with the Sales team.
- **D. Schedule Quarterly Business Review with the new leadership team.**
- E. Evaluate the customer's expertise in managing the purchased solution.

**Answer: B,D**

#### NEW QUESTION # 31

A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution. The Customer Success Manager acknowledges the concern and takes ownership. Which action does the Customer Success Manager take first?

- **A. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps**
- B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- C. Escalate the situation to your manager and request a customer visit to understand concerns and expectations
- D. Engage the service delivery manager and request two days of free consultation for the customer

**Answer: A**

#### NEW QUESTION # 32

What is the financial implication of churn?

- A. increased production
- **B. loss of revenue**
- C. reduced product utilization
- D. contract expansion

**Answer: B**

Explanation:

A financial implication of churn is A, the loss of revenue. When customers discontinue their subscriptions or stop doing business with a company, it directly impacts the company's revenue streams, making churn a critical financial concern

