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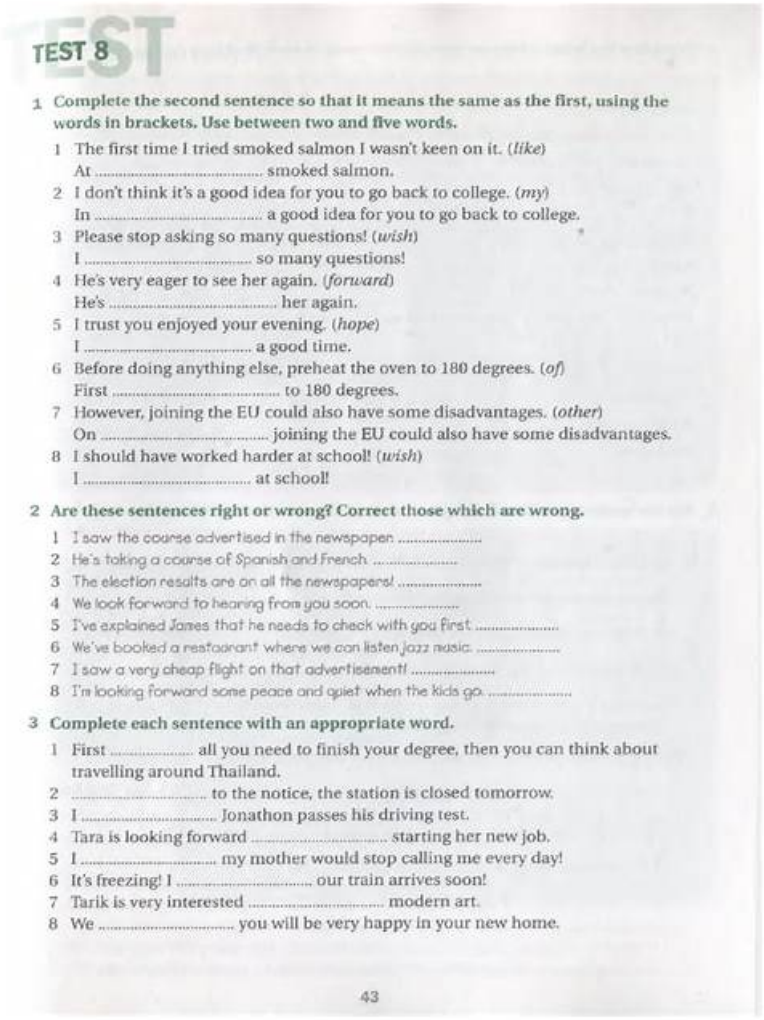

TEST 8

1 Complete the second sentence so that it means the same as the first, using the words in brackets. Use between two and five words.

1 The first time I tried smoked salmon I wasn't keen on it. (*like*)
At ..... smoked salmon.
2 I don't think it's a good idea for you to go back to college. (*my*)
In ..... a good idea for you to go back to college.
3 Please stop asking so many questions! (*wish*)
I ..... so many questions!
4 He's very eager to see her again. (*forward*)
He's ..... her again.
5 I trust you enjoyed your evening. (*hope*)
I ..... a good time.
6 Before doing anything else, preheat the oven to 180 degrees. (*of*)
First ..... to 180 degrees.
7 However, joining the EU could also have some disadvantages. (*other*)
On ..... joining the EU could also have some disadvantages.
8 I should have worked harder at school! (*wish*)
I ..... at school!

2 Are these sentences right or wrong? Correct those which are wrong.

1 I saw the course advertised in the newspaper. .....
2 He's taking a course of Spanish and French. .....
3 The election results are on all the newspapers! .....
4 We look forward to hearing from you soon. .....
5 I've explained James that he needs to check with you first. .....
6 We've booked a restaurant where we can listen jazz music. .....
7 I saw a very cheap flight on that advertisement! .....
8 I'm looking forward some peace and quiet when the kids go. .....

3 Complete each sentence with an appropriate word.

1 First ..... all you need to finish your degree, then you can think about travelling around Thailand.
2 ..... to the notice, the station is closed tomorrow.
3 I ..... Jonathon passes his driving test.
4 Tara is looking forward ..... starting her new job.
5 I ..... my mother would stop calling me every day!
6 It's freezing! I ..... our train arrives soon!
7 Tarik is very interested ..... modern art.
8 We ..... you will be very happy in your new home.

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Cisco 820-605 Exam is designed for individuals who want to become certified as a Cisco Customer Success Manager. 820-605 exam is intended to test the candidate's knowledge and skills related to managing customer relationships and driving business outcomes. Cisco Customer Success Manager certification is ideal for professionals who work as customer success managers, account managers, or sales managers in Cisco partner organizations.

Cisco 820-605 exam covers a range of topics related to customer success management, including customer success principles, customer journey mapping, customer experience design, customer insights and analytics, and customer success operations. In addition, the exam also covers Cisco technologies and solutions that are commonly used in customer success management, such as Cisco Collaboration solutions, Cisco Customer Experience solutions, and Cisco Security solutions.

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Cisco Customer Success Manager Sample Questions (Q153-Q158):

NEW QUESTION # 153
Refer to the exhibit.

The graph shows a customer with n software product and highlights the number of paid-for licenses (shown with the orange tine) and the number of users actively using the product (shown with the blue line).
Which statement about the customer is true?

- A. The customers usage has seen a recent decline and the chance of them churning will be higher.
- B. The customer has a high probability to renew and will include an expanded opportunity.
- C. The customer has increased usage, which shows a strong indicator of renewal.
- D. The customer's usage is too low to correctly measure the chance of their retention.

Answer: D

NEW QUESTION # 154
Which method is directly associated with evaluating a customer outcome?

- A. metrics
- B. key performance indicators
- C. milestones
- D. benchmarks

Answer: D

Explanation:
One way that we can deliver value to this individual is by sharing industry best practices around the use of our solution set as well as benchmark data on how their organization is performing versus industry peers.

NEW QUESTION # 155
Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Customer Success Manager
- B. Account Manager
- C. Product Sales Specialist
- D. Renewals Manager

Answer: A

NEW QUESTION # 156
What are two examples of expand opportunities? (Choose two.)

- A. training on existing features
- B. adding headcount to manage solution by the customer
- C. hosting an executive review
- D. providing solution optimization services
- E. increasing license count

Answer: D,E

Explanation:
Examples of expand opportunities include providing solution optimization services to enhance the customer's use of the product and increasing the license count to accommodate more users or additional functionalities.

NEW QUESTION # 157
During the delivery of a security solution, adoption barriers were identified. Those barriers were addressed, and the customer's business goals are now fulfilled. The customer is pleased with their solution and shares this experience in blogs and social medi a. In which stage is the customer?

- A. Optimize
- B. Expand
- C. Advocate
- D. Adoption

Answer: C

NEW QUESTION # 158
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