

Cisco 820-605 Accurate Questions and Answers



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Cisco 820-605 exam covers a range of topics related to customer success management. This includes understanding customer needs, managing customer relationships, developing customer success plans, and measuring customer success. 820-605 exam also covers topics such as Cisco solutions and services, sales and marketing, and business analysis. It is a comprehensive exam that covers all aspects of customer success management.

Cisco 820-605 Certification Exam tests candidates on a variety of topics, including customer success principles, customer relationship management strategies, business analysis, and technical knowledge related to Cisco products and solutions. 820-605 exam is designed to ensure that successful candidates have a comprehensive understanding of the customer journey, from customer acquisition to retention and expansion.

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Cisco Customer Success Manager Sample Questions (Q44-Q49):

NEW QUESTION # 44

What is a technical adoption barrier?

- A. customer not measuring product value
- B. underutilization of licenses
- C. untrained customer user group
- D. lack of integration with other products

Answer: D

NEW QUESTION # 45

What should be the primary source of information about a customer's current adoption barriers?

- A. current industry trends
- B. insight from the account team
- C. customer strategic goals
- D. bill of materials

Answer: B

NEW QUESTION # 46

Which type of analytics has telemetry that demonstrates the customer's use of the software and actions to date?

- A. diagnostic
- B. predictive
- C. prescriptive
- D. descriptive

Answer: A

NEW QUESTION # 47

Which definition of customer success is true?

- A. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- B. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.
- C. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- D. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.

Answer: A

Explanation:

The true definition of customer success is A, which states that it is the business methodology of ensuring customers achieve their expected and unexpected outcomes while using your product or service. This encompasses the holistic approach of customer success to ensure customers find value in the product or service, beyond just the anticipated results

NEW QUESTION # 48

Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. deployment of solution
- B. expansion of solution services
- C. purchase of a new solution
- D. renewal of solution subscription
- E. expansion of solution features

Answer: B,E

Explanation:

Expansion opportunities within customer success include the expansion of solution features and services.

These opportunities arise when customers see the value in adding more features or services to their existing solutions to enhance their capabilities or meet additional business needs. References: Strategies for identifying and capitalizing on opportunities to expand the scope of solutions provided to customers, leading to increased value and customer satisfaction.

NEW QUESTION # 49

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