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Cisco 820-605 Exam is a certification exam designed to test the knowledge and skills of customer success managers. 820-605 exam is also known as the Cisco Customer Success Manager Exam and is a requirement for obtaining the Cisco Customer Success Manager Specialist certification. 820-605 exam tests the candidates' ability to understand customer needs and develop strategies to help them achieve their business goals.

Cisco 820-605 exam consists of 60-70 multiple-choice and drag-and-drop questions, and the candidate is given 90 minutes to complete the exam. 820-605 exam is computer-based and can be taken at a Pearson VUE testing center. 820-605 exam fee is \$300, and candidates must achieve a passing score of at least 70% to earn the certification.

## Topics Covered in Official Exam

The domains below act as a prep guide by revealing the type of questions to expect in the main exam. Each objective has a particular percentage of the total content and comprises the following syllabus:

- **Customer Success Management**

About 20% of the test items come from this section. Here, you may be asked to explain different components in the customer onboarding procedure plus the basis of fundamental customer management processes. You should also be able to discuss the communication necessities of stakeholders and note the chances for clients to play the role of supporters.

- **Barrier Management**

This topic contains about 25% of the exam content. The relevant subjects you should know include the identification of the kinds of customer obstacles and the description of the tools and processes used to identify these barriers. Then, you should also know how to identify steps that could cause an imbalance between the project duration and value derived by a customer.

- **Expand Opportunities and Renewal**

This segment takes up about 15% of the test. Relevant subtopics include the description of the various types of expanding opportunities, the identification of the possible opportunities for expansion throughout any customer lifecycle. Learning about adoption campaigns and how they can reveal expansion opportunities is also another step you should take before attempting the Cisco 820-605.

- **Customer Success Industry**

About 15% of the exam questions come from this domain. You are expected to define customer success as well as explain

the main facilitators that create the demand for it. Also, you should have a clear knowledge of the lifecycle journey of customers and correlate customer support, success, and sales.

- **Success Plan Creation**

This part comprises 25% of the test questions. From this topic, you should be able to describe the detailed components of a customer success plan and point out the significant success factors to link to business results. Moreover, you may be asked to give detailed information on the sought-after business results with the help of info from major stakeholders.

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## **Free Sample 820-605 Questions - 100% Updated Questions Pool**

Achieving the Cisco Customer Success Manager (820-605) certification can significantly impact your career progression and earning potential. This certification showcases your expertise and knowledge to employers, making you a valuable asset in the Cisco 820-605 industry. With the rapidly evolving nature of the Cisco world, staying up-to-date with the latest technologies and trends is crucial. The 820-605 Certification Exam enables you to learn these changes and ensures you remain current in your field.

### **Cisco Customer Success Manager Sample Questions (Q137-Q142):**

#### **NEW QUESTION # 137**

Which one of the following solutions enable business outcomes in the financial industry?

- **A. Remote Expert**
- B. Internet of Everything
- C. Multilayer Switching
- D. Medianet
- E. Plant Floor Control Network

**Answer: A**

#### **NEW QUESTION # 138**

The Chief Information Officer (CIO) of a bank and their vendor have a significant disagreement over the value of the work that was delivered the past two years under the existing managed-services contract. The contract renewal process was delayed for over three months, with considerable risk to both parties. Which best practice will help prevent this type of disagreement?

- A. Have the CIO define a clear IT strategy and implement the suggestions immediately.
- B. Have the CSM define how value should be measured at the end of the contract period.
- C. Engage a third-party mediator to develop contract goals and evaluate the objectives at regular intervals.
- **D. Adopt a lifecycle approach with a proactive review of service performance against KPIs.**

**Answer: D**

#### **NEW QUESTION # 139**

Refer to the exhibit.

Which action must be taken by Customer Success Manager ?

- A. Review the financial index.
- **B. Identify the adoption barriers.**
- C. Recommend expansion opportunities.
- D. Develop a customer testimonial.

**Answer: B**

#### **NEW QUESTION # 140**

Which definition of a use case is true?

- Answer: A**

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- C. Understanding your customer's health directly enables renewals
- D. It gives the customer valuable insight so they can automatically renew critical on time

**Answer: A**

Explanation:

"Good and timely account health scores will logically drive accuracy into your renewal forecast.", not "directly enables renewals". Above that, the question starts with "From a Customer Success Perspective...". Renewal is a sales success. Customer success is about getting the value from the solution provided. Addressing experience is relevant.

<https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/>

### NEW QUESTION # 142

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