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Cisco 820-605 Certification Exam, also known as the Cisco Customer Success Manager certification exam, is designed to validate the skills and knowledge of individuals who are responsible for managing customer relationships in a technology-based organization. Cisco Customer Success Manager certification is ideal for professionals working in customer success, account management, sales, and technical support roles.

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Cisco Customer Success Manager Sample Questions (Q151-Q156):

NEW QUESTION # 151

A Customer Success Manager is creating an adoption campaign for a customer. Where should the campaign focus to identify expand opportunities?

- A. Identify workshops that could optimize performance.
- B. Confirm all required items have been purchased.
- C. Increase solution discount.
- D. Explore additional use cases to achieve business outcomes.

Answer: D

NEW QUESTION # 152

Refer to the exhibit. What does this health score indicate?



- A. The customer needs to purchase more licenses.
- B. The customer is unlikely to renew this license.
- C. The customer needs to consume more of this product.
- D. The customer is unlikely to advocate for this product.

Answer: D

NEW QUESTION # 153

Which metric is used to determine how much should be spent to acquire a customer?

- A. MRR
- B. LTV
- C. ATR
- D. ACV

Answer: B

NEW QUESTION # 154

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.

customer's perceived value

customer satisfaction ratings

number of customer escalations

number of customers retained

percentage of marketing emails that are opened and responded to

value feedback

Objective

Subjective

Answer:

Explanation:

customer's perceived value

customer satisfaction ratings

number of customer escalations

number of customers retained

percentage of marketing emails that are opened and responded to

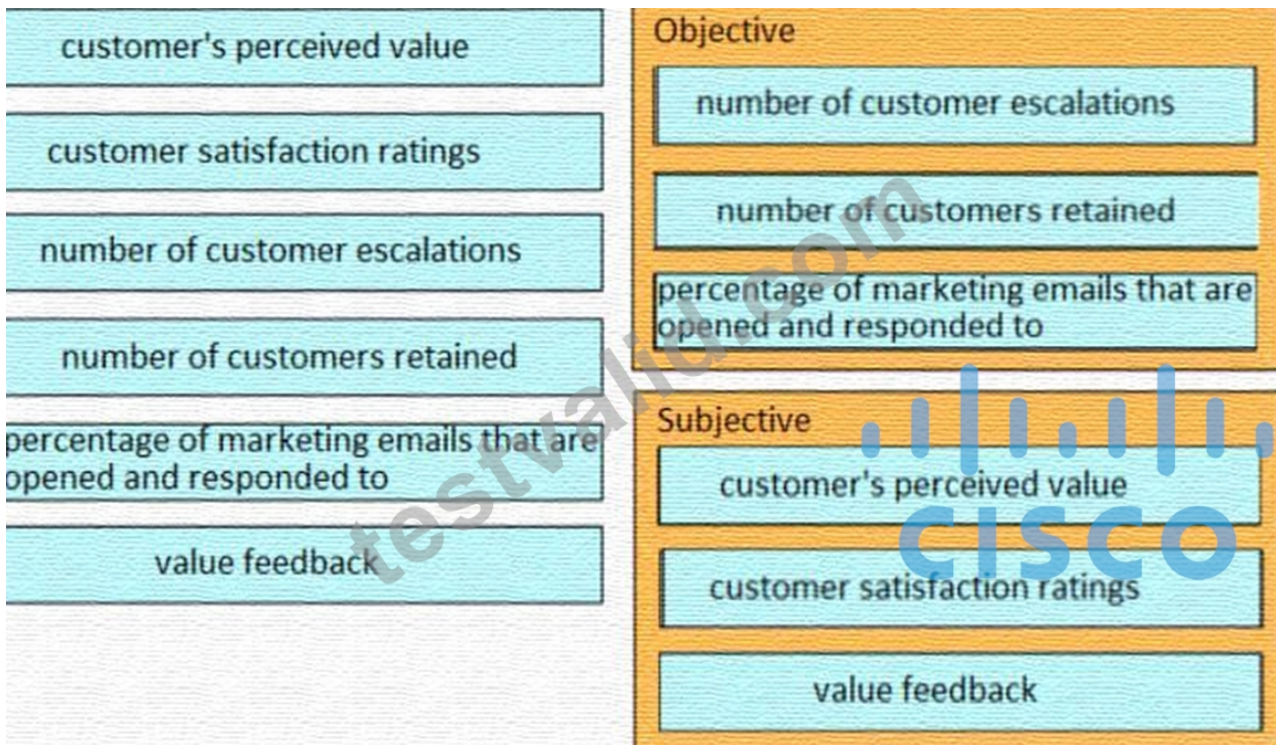
value feedback

Objective

Subjective

Explanation:

A group of blue and orange boxes with text Description automatically generated



NEW QUESTION # 155

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Engage with the account team to understand the expansion opportunities
- **B. Build an understanding of your customer's business and market trends and priorities**
- C. Speak the internal contacts to understand the customer sentiment and outstanding escalations
- D. Perform a deep analysis of all the sales orders to the past 24 months

Answer: B

NEW QUESTION # 156

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