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Cisco 820-605 exam is a certification exam that tests the knowledge and skills of professionals seeking to become Cisco Customer Success Managers. 820-605 exam is designed to validate the candidate's ability to develop and execute a customer success plan, manage customer relationships, and drive adoption and expansion of Cisco solutions.

Cisco 820-605: Cisco Customer Success Manager exam is an industry-recognized certification that validates the skills and knowledge required for a customer success manager. 820-605 Exam is designed for professionals who want to demonstrate their expertise in enhancing customer experience, driving adoption, and ensuring customer retention. 820-605 exam evaluates the candidates on their ability to manage customer expectations, develop and execute success plans, and effectively communicate with customers.

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Cisco 820-605 exam is designed for professionals who have experience working with Cisco solutions and services. It is also suitable for individuals who have experience in customer success management, sales, and marketing. 820-605 Exam is ideal for those who want to advance their careers in customer success management and demonstrate their expertise in this field.

### Cisco Customer Success Manager Sample Questions (Q31-Q36):

#### NEW QUESTION # 31

A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- **A. support tickets reports and diagnostic information**
- B. detailed contract inventory
- C. customer annual report and quarterly business reviews
- **D. questions to validate the interpreted analytical data**
- E. sales account plan

**Answer: A,D**

#### NEW QUESTION # 32

Which definition of customer success is true?

- A. 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.
- 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 the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- **D. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.**

**Answer: D**

Explanation:

Explanation/Reference: <https://www.gainsight.com/guides/the-essential-guide-to-customer-success/>

#### NEW QUESTION # 33

Which list of components of a Customer Success Quarterly Success Review is common?

- A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter
- **B. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter**
- C. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
- D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

**Answer: B**

#### NEW QUESTION # 34

Which two results of a successful customer onboarding stage are the most important? (Choose two )

- Answer: C,D**

A customer has finalized all of their solution planning and will be deploying it over the next two weeks. As the Customer Success Manager, what is the next logical step to focus on for the customer's lifecycle journey?

- Answer: A**

### NEW QUESTION # 36

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