

# Review 820-605 Guide & 820-605 Flexible Learning Mode



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>> Review 820-605 Guide <<

## 820-605 Flexible Learning Mode & 820-605 Quiz

In addition to the comprehensive Cisco 820-605 practice exams, our product also includes Cisco Customer Success Manager (820-605) PDF questions developed by our team to help you get prepared in a short time. Our Prepare for your Cisco Customer Success Manager (820-605) PDF format works on all smart devices without limits of time and place.

## Cisco Customer Success Manager Sample Questions (Q100-Q105):

### NEW QUESTION # 100

In which two ways does Customer Success drive revenue in an organization? (Choose two.)

- A. customer satisfaction
- B. upselling
- C. renewals
- D. success plans
- E. license consumption

Answer: B,C

### NEW QUESTION # 101

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

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

Answer: A

Explanation:

The primary source of information about a customer's current adoption barriers should be the customer's strategic goals. Understanding these goals helps identify where the solution may not be meeting the customer's needs, which can lead to adoption barriers

### NEW QUESTION # 102

Customer A has 120 000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings self-serve approach to achieve business innovation through face-to-face communications.

Which two main barriers to adoption does the customer face? (Choose two.)

- A. technical barrier
- B. cost barrier
- C. product barrier
- D. process barrier
- E. cultural barrier

Answer: C,E

### NEW QUESTION # 103

The customer purchased a solution with a specific use case in mind but has not yet expressed interest in additional use cases. Which two actions gain their commitment to add use cases?

(Choose two.)

- A. Provide additional training on the current use case to drive adoption.
- B. Recognize tools that compete with the expansion opportunity and offer discounts to switch.
- C. Present case studies that outline the benefits they achieved and highlight compelling metrics.
- D. Identify target outcomes based on known challenges to demonstrate how a new use case could help achieve them.
- E. Conduct a discovery session to uncover their additional pain points.

Answer: A,D

### NEW QUESTION # 104

A customer has six technical support cases open that are related to user connectivity that have negatively impacted the customer

health scores for product quality and customer sentiment. After the Customer Success Manager assesses the business impact, which action creates a mitigation plan?

- A. Request a meeting with customer executives.
- B. Offer the customer a discount because of their problems.
- **C. Ensure the escalation to technical specialists.**
- D. Establish a timeline of when a solution must be in place.

**Answer: C**

Explanation:

When faced with technical support cases that negatively impact customer health scores, the Customer Success Manager should prioritize resolving the underlying issues. Ensuring the escalation to technical specialists is a critical action that facilitates a focused approach to diagnosing and resolving the connectivity problems.

Technical specialists have the expertise to delve into the specifics of the cases and work towards a timely and effective resolution.

References: Best practices in customer success management emphasize the importance of addressing product quality issues promptly and efficiently, leveraging the expertise of technical specialists to restore customer confidence and sentiment.

## NEW QUESTION # 105

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Obviously, DevOps was one of the by-products of these changes.

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