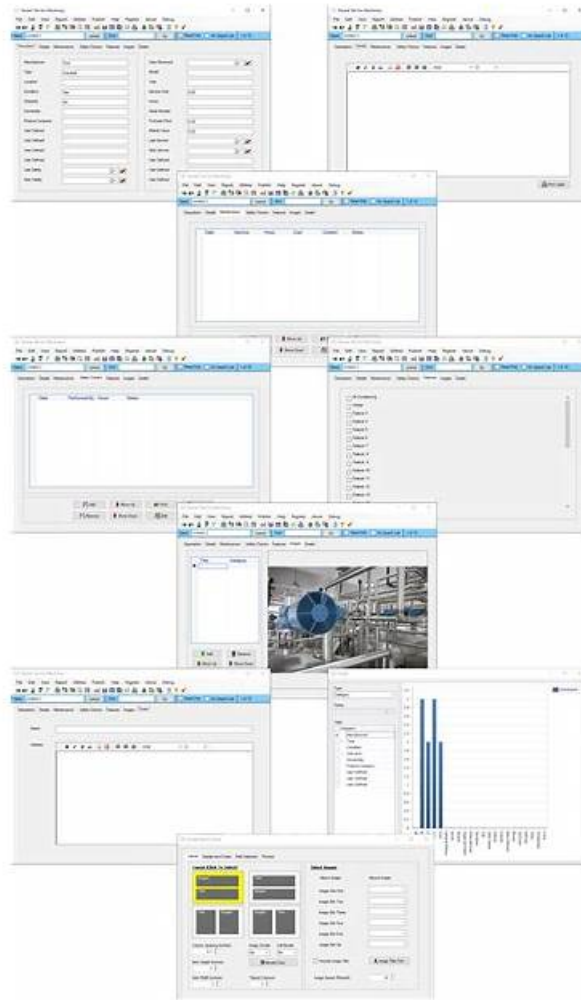# High Hit Rate Cisco Sample 820-605 Test Online | Try Free Demo before Purchase

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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.

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Cisco 820-605 certification exam is intended to validate the candidate's knowledge of customer success management methodologies and practices. Cisco Customer Success Manager certification exam evaluates a candidate's ability to adopt customer-centric strategies, analyze customer data, and deliver customer outcomes. Professionals who Pass 820-605 Exam are equipped with the skills required to help their companies achieve their customer success goals.

Cisco Customer Success Manager Sample Questions (Q34-Q39):

NEW QUESTION # 34
Which two actions are in adoption campaign? (Choose two.)

- A. messaging to users on best practice approaches to their solution
- B. messaging to stakeholders on the new features of their solution
- C. renewal reminder to stakeholders
- D. messaging to stakeholders on new product releases
- E. survey sent to all end users

Answer: B,D

NEW QUESTION # 35
Refer to the exhibit.

Based on the stage and health reflected, what must be the first priority of the success plan?

- A. Design and propose a discount on product G.
- B. Offer and encourage the opportunity for the customer to participate in a success story for product F.
- C. Contact and collaborate with the individuals involved in the onboarding of product E.
- D. Identify and document barriers that impact product C.

Answer: D

Explanation:
The exhibit shows that Product C is facing critical issues in the 'Implement' stage, as indicated by the red box, and at-risk conditions in the 'Use' stage, as shown by the orange box. These indicators suggest that there are significant barriers preventing the successful implementation and use of Product C. Therefore, the first priority must be to identify and document these barriers to develop a plan to overcome them and ensure the product's success. References: Best practices in customer success management and product lifecycle management.

NEW QUESTION # 36
What is a key driver that is creating the need for customer success?

- A. financial resources
- B. advanced specializations
- C. portfolio management
- D. subscription economy

Answer: D

Explanation:
The key driver creating the need for customer success is B, the subscription economy. In a subscription-based business model, the ongoing satisfaction and retention of customers are paramount, necessitating a dedicated focus on customer success to ensure continuous value delivery and renewal

NEW QUESTION # 37
The customer wants to increase the number of services in their portfolio and improve the time to launch these services.
Which two business outcomes are appropriate? (Choose two.)

- A. business growth
- B. time to market
- C. sustainability
- D. cost efficiency
- E. employee satisfaction

Answer: A,B

NEW QUESTION # 38
A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution. The Customer Success Manager acknowledges the concern and takes ownership. Which action does the Customer Success Manager take first?

- A. Engage the service delivery manager and request two days of free consultation for the customer
- B. Escalate the situation to your manager and request a customer visit to understand concerns and expectations
- C. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- D. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps

Answer: D

NEW QUESTION # 39
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