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Cisco 820-605 Certification Exam is designed for professionals who aspire to become customer success managers in the IT industry. 820-605 exam tests the candidate's knowledge and understanding of customer success methodologies, customer success metrics, and customer success technology. Successful candidates will have the skills necessary to help customers achieve their business objectives by leveraging technology solutions and services.

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Earning the Cisco 820-605 certification demonstrates that an individual has the skills and knowledge needed to help customers achieve their business goals. Customer Success Managers play a critical role in ensuring that customers are satisfied with their Cisco solutions and receive maximum value from their investments. By passing the Cisco 820-605 Certification Exam, individuals can enhance their career prospects and advance their skills and knowledge in customer success management.

Cisco Customer Success Manager Sample Questions (Q135-Q140):

NEW QUESTION # 135

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A. Technical Engineer
- B. Sales Engineer
- C. Customer Success Specialist
- D. Solutions Product Manager

Answer: C

NEW QUESTION # 136

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

Answer: D

NEW QUESTION # 137

What is a consideration in evaluating readiness for adoption?

- A. Identify potential accelerators that could optimize performance.
- B. Identify features or functions that are not deployed or underutilized.
- C. Validate that all required items have been purchased.
- D. Review customer acceptance test plan.

Answer: D

NEW QUESTION # 138

What is a technical adoption barrier?

- A. lack of integration with other products
- B. untrained customer user group
- C. customer not measuring product value
- D. underutilization of licenses

Answer: A

Explanation:

A technical adoption barrier is the lack of integration with other products. This barrier occurs when the new technology does not easily integrate with the customer's existing systems, causing difficulties in adoption.

NEW QUESTION # 139

What is the value proposition of customer success for customers?

