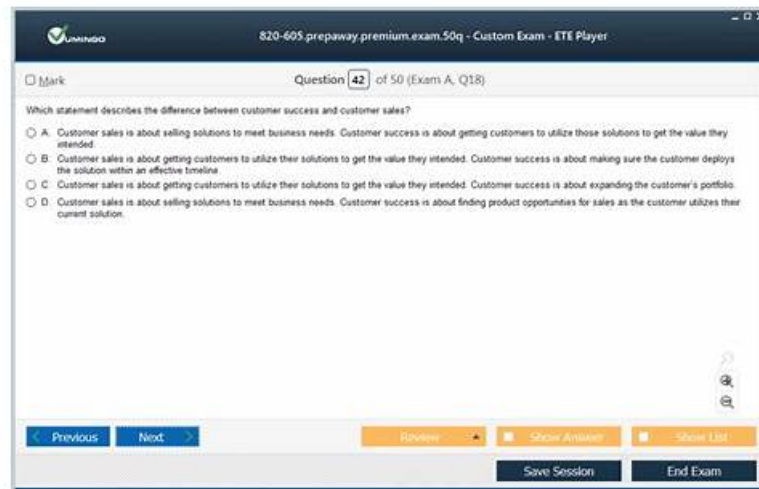


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Cisco 820-605 Exam is an essential certification for professionals who want to excel in customer success management roles. Cisco Customer Success Manager certification validates the skills and knowledge required for managing customer expectations, driving adoption, and ensuring customer retention. Cisco Customer Success Manager certification also provides professionals with the necessary skills to develop and execute successful customer success strategies.

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Cisco 820-605: Cisco Customer Success Manager Exam Certified Professional salary

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- Europe - 65,347 EURO
- India - 15,42,327 INR
- England - 65,632 POUND
- United State - 80,123 USD

Cisco Customer Success Manager Sample Questions (Q153-Q158):

NEW QUESTION # 153

A customer wants to deploy new technology. The Customer Success Manager is concerned the customer is not ready to adopt the solution. Which steps with the Project and Operations teams ensure a successful adoption?

- A. Conduct an end-user assessment, determine gaps, and suggest appropriate training for all users of the new technology.
- B. Research the best training available for this new technology and ensure as many IT staff as possible attend the training.
- C. Assign internal resources to develop and deliver training to the customer's IT staff to ensure the project is successful.
- D. Complete a knowledge assessment of the Project and Operations teams, determine gaps, and develop a training plan.

Answer: A

NEW QUESTION # 154

Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two.)

- A. review of product roadmap
- B. confirmation of customer business outcomes
- C. scheduling of Quarterly Success Review
- D. completion of customer training
- E. agreement of key stakeholders

Answer: B,E

Explanation:

You can't schedule a QSR unless the customer is already on board with the CSM process and to do that you need stakeholder agreement.

NEW QUESTION # 155

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

- A. product use case that will achieve the desired outcome
- B. current existing products that are being displaced by the solution
- C. current configuration guide of the product solution
- D. KPI that will be improved by the new product solution

Answer: A

Explanation:

Explanation/Reference: <https://sixteenventures.com/improve-adoption>

NEW QUESTION # 156

A Customer Success Manager must deliver high touch customer success experience Which customer engagement model must be used?

- A. Utilize the service team to form a larger internal team to lead the engagement.
- B. Utilize people to focus your customers in a 1 many customer success experience.
- C. Utilize a digital engagement so all your customers experience the touch of customer success.
- D. Utilize people to focus on the elite customers for a 1:1 or 1:few onsite customer success experience.

Answer: C

NEW QUESTION # 157

What is an objective of the Customer Success Manager?

- A. help customers recognize the self-service model
- B. train customers to ensure they understand the full capabilities of the solution
- C. make decisions on behalf of the customer to reduce time to value
- D. solve customer problems to attain business outcomes

Answer: D

Explanation:

The objective of a Customer Success Manager is to solve customer problems to attain business outcomes. This involves understanding the customer's business goals and ensuring that the solutions provided are effectively addressing their needs.

NEW QUESTION # 158

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