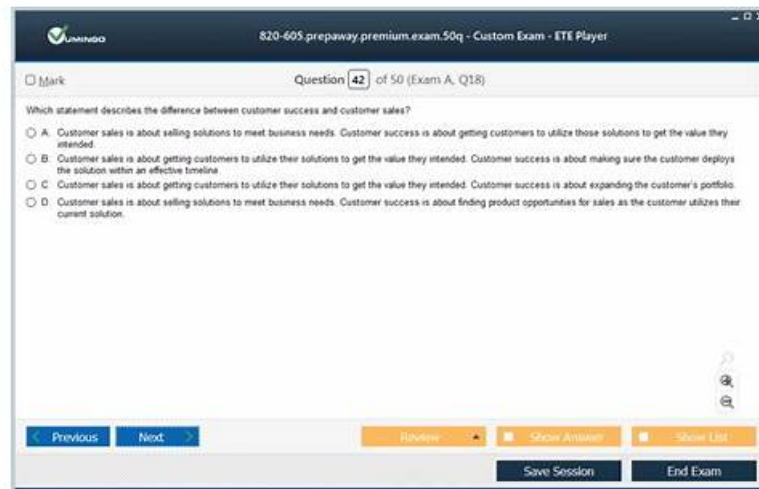# Pass Guaranteed 2026 Reliable Cisco Exam 820-605 Simulator Online

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Cisco Customer Success Manager Sample Questions (Q67-Q72):

NEW QUESTION # 67
What is the customer success objective of a Quarterly Success Review?

- A. Introduce new products and services.
- B. Create a success plan.
- C. Evaluate renewal contract.
- D. Align work effort to outcomes.

Answer: D

NEW QUESTION # 68

Which action should be taken when new company leadership is forcing a competitor's solution?

- A. Recheck the value realized by the current solution.
- B. Tell the new leadership about the long-standing relationship between two companies.
- C. Hold an executive briefing to evaluate risks of the proposed solution.
- D. Demonstrate how the current solution is a lower-cost solution than competitors.

Answer: A

NEW QUESTION # 69

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Block all alternative chat and video collaboration systems.
- B. Encourage the customer to purchase updated endpoints.
- C. Advertise additional user training sessions throughout the organization.
- D. Conduct a survey to determine which collaboration solutions users are using.
- E. Have marketing write a blog post about the new solution.

Answer: C,D

Explanation:
The Customer Success Manager should recommend conducting a survey to determine which collaboration solutions users are using to understand why there is a gap in engagement. Additionally, advertising additional user training sessions throughout the organization can help increase the utilization rate by ensuring users are aware of and know how to use the new solution.

NEW QUESTION # 70

Which Customer Success activity is critical from the supplier perspective?

- A. identifying opportunities for sales expansion
- B. listening carefully to the customer's feedback and taking actions so the company's solutions can be improved
- C. ensuring the customer has a success plan and is achieving each milestone in a timely manner
- D. driving full adoption of the company's technology across all supported solutions

Answer: D

Explanation:
Driving full adoption of the company's technology across all supported solutions ensures that customers are utilizing the product to its fullest extent, which is critical for demonstrating value and fostering long-term customer relationships.

NEW QUESTION # 71

What is a goal of the Quarterly Success Review?

- A. product expansion to demonstrate customer loyalty
- B. alignment of priorities and outcomes while celebrating accomplishments
- C. negotiation of discount levels associated with solution expansion
- D. identification of new areas of growth and sales

Answer: B

Explanation:
The goal of the Quarterly Success Review is to align priorities and outcomes while celebrating accomplishments. This review serves as a strategic session that ensures both the customer and the organization are on the same page regarding business objectives and the progress towards achieving them. It's also an opportunity to acknowledge and celebrate the milestones and successes along the way, reinforcing the partnership and the value derived from the services or products provided.
References:
Cisco's official page on Customer Success Manager certification2.

*Skilljar blog on scaling Customer Success with Quarterly Business Reviews3.

NEW QUESTION # 72

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