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The exact replica of the real Cisco 820-605 exam questions is another incredible feature of the web-based practice test software. With this, you can kill your Cisco 820-605 exam anxiety. Another format of the Cisco Customer Success Manager (820-605) practice test material is the 820-605 desktop practice exam software. All traits of the web-based 820-605 practice test are present in this version.

Cisco 820-605 exam is ideal for professionals in customer success management, including account managers, customer success managers, and customer support professionals. 820-605 exam covers a range of topics, including customer success management fundamentals, customer success planning, customer success measurement and reporting, and customer success operations.

Cisco 820-605 certification exam is an excellent way for individuals to enhance their skills and knowledge in customer success management. Cisco Customer Success Manager certification is highly valued by employers and provides individuals with the opportunity to advance their career in this field. Individuals who take 820-605 Exam will gain a deep understanding of customer success management and will be able to use this knowledge to drive business growth and customer satisfaction.

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Who should take the Cisco 820-605: Cisco Customer Success Manager Exam

The **820-605 exam test** certification is an internationally recognized validation that identifies persons who earn it as possessing skilled in Cisco 820-605 exam i.e. advanced IPS policy configuration, network-based malware detection, and creating snort rules. If a candidate/professional seeks a powerful improvement in career growth needs enhanced knowledge, skills, and talents. The Cisco 820-605: Cisco Customer Success Manager Exam certification provides proof of this advanced knowledge and skill. If a candidate knows associated technologies and skills that are required to pass the Cisco 820-605 Exam, then he should take this exam. These are candidates who should look for Cisco 820-605 exam.

- End-user technical staff
- Video system administrators

- First-line support personnel
- Network Administrator

Cisco Customer Success Manager Sample Questions (Q170-Q175):

NEW QUESTION # 170

A customer does not feel they have received value from a software solution, and the 3-year contract is expiring in 60 days. The customer is hesitant to continue spending money and is considering other alternatives. Which stakeholder is responsible for ensuring that the customer realizes value from solutions coming up for renewal?

- A. Account Manager
- B. Renewals Manager
- C. Product Sales Specialist
- **D. Customer Success Manager**

Answer: D

Explanation:

The stakeholder responsible for ensuring that the customer realizes value from solutions coming up for renewal is the Customer Success Manager. Their role is to work closely with the customer to ensure they are achieving their desired outcomes with the solution and to address any concerns that may affect the renewal decision.

NEW QUESTION # 171

Refer to the exhibit. What does this health score indicate?

□

- A. The customer is unlikely to renew this license.
- **B. The customer is unlikely to advocate for this product.**
- C. The customer needs to consume more of this product.
- D. The customer needs to purchase more licenses.

Answer: B

NEW QUESTION # 172

Which element of the renewal risk analysis is associated with a customer's requests to maintain existing pricing?

- A. competitive differentiation
- B. adoption barriers
- C. value realization
- **D. customer budget**

Answer: D

Explanation:

When a customer requests to maintain existing pricing during renewal risk analysis, it is typically associated with their budget constraints. The customer's budget dictates their ability to spend and is a key consideration in renewal negotiations. References: Renewal risk analysis strategies that consider the customer's budget as a primary factor when they request to maintain or reduce costs.

NEW QUESTION # 173

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

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

Answer: A

Explanation:

The Customer Success Specialist (CSS) role is a highly critical, strategic advisor and technical specialist that engages with customers to accelerate their adoption of Cisco products & solutions that transform their business and drive business outcomes.

NEW QUESTION # 174

A customer is coming up for renewal in 180 days for three solutions. One of the solutions has not been fully enabled. The other two solutions are in regular use in production. How should the Customer Success Manager address the one solution that has not been fully enabled?

- A. Make the renewals manager aware that the one solution is not fully implemented
- B. No action is needed because the customer will likely renew, and the issue can be addressed after the renewal
- C. Investigate why the customer has not enabled the solution and work with the sales and renewals teams to address the issue
- D. Contact the services team and request that they reach out to the customer and address the solution

Answer: C

Explanation:

The Customer Success Manager should investigate why the customer has not fully enabled one of the solutions and work with the sales and renewals teams to address the issue. This proactive approach can help uncover any barriers to full adoption and ensure that the customer sees the full value of the solution before the renewal deadline

NEW QUESTION # 175

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