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Cisco 820-605 exam is an essential requirement for individuals who want to become a Cisco Customer Success Manager. 820-605 exam tests the candidate's knowledge and skills in managing customer relationships, understanding customer needs and goals, and helping customers achieve their desired outcomes through the use of technology. Passing 820-605 exam and obtaining the Cisco Certified Customer Success Manager certification can open up many career opportunities in the field of customer success.

Cisco 820-605 Exam is a great way for professionals to demonstrate their expertise in customer success management and increase their chances of career growth. It is a globally recognized certification that validates an individual's knowledge and skills in managing customer relationships and driving business growth. 820-605 exam is open to anyone who has a basic understanding of customer success principles and is interested in pursuing a career in this field.

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Cisco Customer Success Manager Sample Questions (Q25-Q30):

NEW QUESTION # 25

What are two barriers to adoption within an organization? (Choose two.)

- A. centralized IT organization
- B. inadequate knowledge and skills
- C. agile development model
- D. organizational silos
- E. solution implemented by partner

Answer: B,D

Explanation:

Two barriers to adoption within an organization are inadequate knowledge and skills, and organizational silos. Inadequate knowledge and skills refer to the lack of necessary training or expertise among employees to effectively use a new solution. Organizational silos occur when different departments or groups within an organization do not share information or collaborate effectively, which can hinder the adoption of new solutions across the organization

NEW QUESTION # 26

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

- A. Explain that this is a role metric that is needed to satisfy quotas.
- **B. Make the story for internal use only.**
- C. Offer the customer free products or services as an incentive.
- D. Talk to senior management to explain the benefits of success story creations.

Answer: B

Explanation:

If a customer's privacy policy prevents public sharing, the Customer Success Manager can create a success story for internal use only. This allows the organization to document and learn from the customer's experience without violating their privacy policy. References: Cisco Customer Success Manager best practices suggest respecting customer privacy while still capturing valuable insights from their experiences.

NEW QUESTION # 27

What is a leading indicator of adoption in the healthscore?

- A. integrated account plan
- B. product sales
- C. renewal
- **D. product quality**

Answer: D

Explanation:

A leading indicator of adoption in the health score is product quality. High-quality products are more likely to be adopted by users, which is reflected in the health score. References: Adoption metrics and health scores often include product quality as a key factor influencing customer satisfaction and adoption rates.

NEW QUESTION # 28

Which two metrics are used by Customer Success Managers to measure customer success? (Choose two.)

- A. risk management
- **B. help desk data**
- **C. health score**
- D. training surveys
- E. telemetry

Answer: B,C

NEW QUESTION # 29

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?

- Answer: B**

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