

# Pass Guaranteed Quiz 820-605 - Cisco Customer Success Manager—Reliable New Test Sample



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Cisco 820-605 Certification Exam is a valuable credential for those who want to pursue a career in customer success management. By passing 820-605 exam, candidates can demonstrate their knowledge and skills in managing customer relationships and gain access to various career opportunities in the IT industry.

>> New 820-605 Test Sample <<

## New 820-605 Test Sample - 100% Efficient Questions Pool

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## Cisco Customer Success Manager Sample Questions (Q96-Q101):

### NEW QUESTION # 96

A large university has deployed a new IT solution designed to improve the overall student and staff experience. Which approach to measure success is the best?

- A. Combination of tailored surveys and IT tools-based metrics
- B. Twice yearly student and staff surveys with two QUESTIONS related to IT
- C. Measure the number of complaints raised by students
- D. Implement staff Super Users to provide feedback

**Answer: C**

### NEW QUESTION # 97

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- A. It provides the opportunity to address any changes in the customer's experience or actions around the solution
- B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- C. It gives the customer valuable insight so they can automatically renew critical on time
- D. Understanding your customer's health directly enables renewals

**Answer: A**

Explanation:

"Good and timely account health scores will logically drive accuracy into your renewal forecast.", not "directly enables renewals". Above that, the question starts with "From a Customer Success Perspective...". Renewal is a sales success. Customer success is about getting the value from the solution provided. Addressing experience is relevant.

<https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/>

#### NEW QUESTION # 98

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

- A. Tell the new leadership about the long-standing relationship between two companies.
- B. Recheck the value realized by the current solution.
- 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: B**

#### NEW QUESTION # 99

Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

- A. number of incidents reported or number of compliance issues
- B. reduction in headcount or operational support costs
- C. number of activities completed or increase in direct time
- D. increase in new subscribers or increase in end users
- E. customer and employee feedback

**Answer: A**

#### NEW QUESTION # 100

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

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

**Answer: A**

#### NEW QUESTION # 101

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