

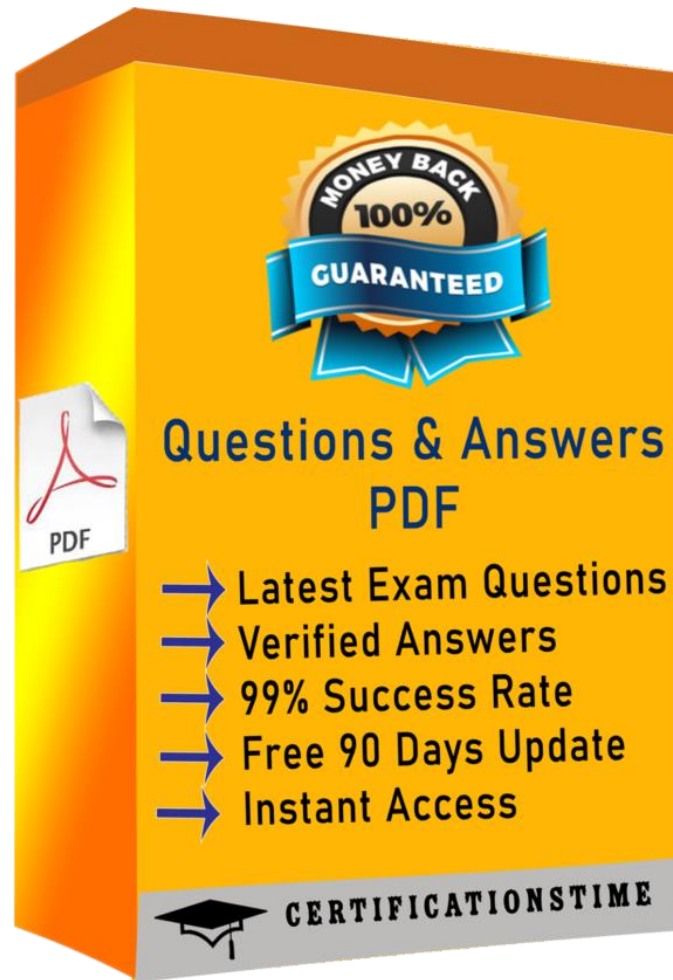


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Cisco Exam Questions 820-605

Cisco Customer Success Manager
<https://certificationtime.com/>





Question: 1

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

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. Understanding your customer's health directly enables renewals

D. It gives the customer valuable insight so they can automatically renew critical on time

Answer: C

Reference:

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

Question: 2

What are two barriers of adoption in an organization? (Choose two.)

A. new product sales motion

B. lack of knowledge on solution

C. organizational announcements

D. implementation issues

E. hiring practices

Answer: BD

Question: 3

DRAG DROP

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

Questions & Answers PDF Page 3

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Answer:

Question: 4

Which list of components of a Customer Success Quarterly Success Review is common?

A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the next quarter

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B. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter

C. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter

D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Answer: C

Question: 5

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

A. KPI that will be improved by the new product solution

B. current existing products that are being displaced by the solution

C. current configuration guide of the product solution

D. product use case that will achieve the desired outcome

Answer: D

QUESTION 6



The customer plans to relocate to a new building in the existing area to reduce cost. The company wants to retain talent through this transition. Which two business outcomes are critical to the company's success? (Choose two.)

- A. risk management
- B. employee satisfaction
- C. cost efficiency
- D. credibility
- E. sustainability

Answer: BC

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