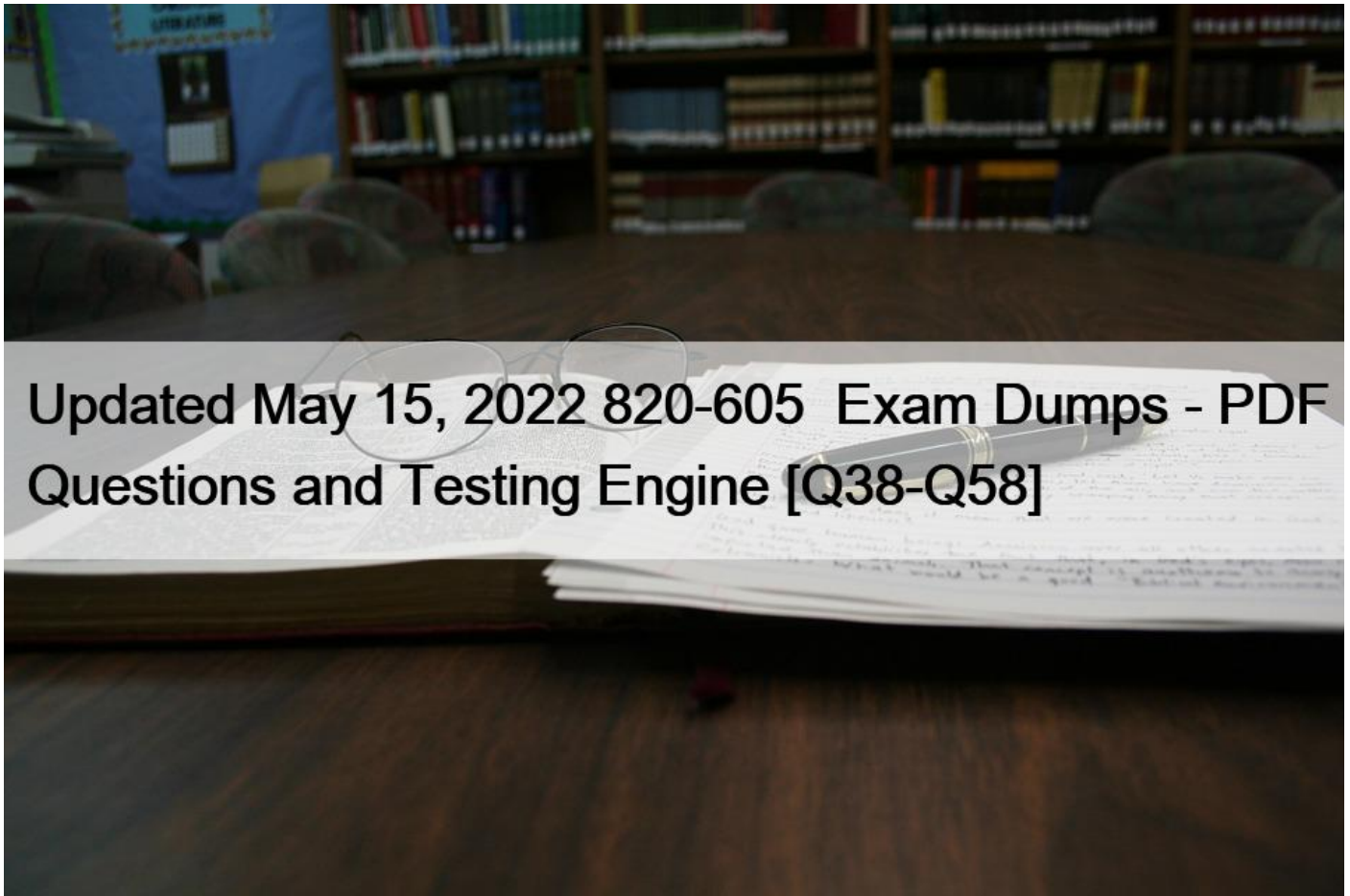


Updated May 15, 2022 820-605 Exam Dumps - PDF Questions and Testing Engine [Q38-Q58]



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New (2022) Cisco 820-605 Exam Dumps

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.

- Network Administrator- First-line support personnel- End-user technical staff- Video system administrators

About 820-605 Test

This Cisco exam assesses the candidate's expertise and skills in developing and integrating solutions, identifying customer barriers and actions to overcome them, enforcing adoption mechanisms, as well as analyzing data on consumer use. The relevant objectives include the Customer Success Industry, Barrier Management, CSM, Expand Opportunities & Renewal, and Success Plan Creation. Generally, to attempt such a test, you have to be 18 years old or more. However, you can also take the test if your age group is

between 13-17, provided your parents or legal guardians give their consent. If you are under 13 years old, you are not qualified. Also, such an exam is usually written at Pearson VUE Certified Test Centers under a proctored setting. If you decide to take the test at the physical center, then you must be ready to submit two valid forms of identification, with both having your signature on them. However, 820-605 can be taken online as well. The online test is available to you anywhere there is an internet connection, and it is also under a proctored format. In addition, you are required to have an OnVUE software, a stable webcam, and a government-issued ID. You should also have access to a quiet, isolated place during the exam itself. As for its details, the test is available in both the Japanese and English languages. The maximum time limit for it is 90 minutes. At the end of the final exam, you will get your score report, which will be marked with your digital photograph. The system captures this photo during your application.

What is the duration, language, and format of Cisco 820-605: Cisco Customer Success Manager Exam - Language - English- Length of Examination: 90 minutes- Passing Score 80%- Number of Questions: 45 - 55- Format: Multiple choices, multiple answers

NO.38 Which expense is an operating expense (OPEX)?

- * payroll
- * computer equipment
- * software
- * office improvements

Explanation/Reference:

NO.39 What is a lagging indicator of the customer achieving the value proposition?

- * product deployment
- * contract renewal
- * decrease in the number of problem reports
- * movement to evaluate stage

NO.40 What are two examples of leveraging data to identify a customer barrier? (choose two)

- * noting change in customer executive team
- * consulting the health index
- * providing training recommendations
- * reviewing installed base details
- * evaluating feedback from the customer operations team

NO.41 Which two outcomes are expansion opportunities within customer success? (Choose two.)

- * expansion of solution features
- * renewal of solution subscription
- * purchase of a new solution
- * deployment of solution
- * expansion of solution services

There are many ways that you can add value for your customers by expanding their consumption of your solutions and services, such as these examples:

– Add features to the product or upgrade the license tier

– Implement or optimize services

NO.42 What are two examples of leveraging data to identify a customer barrier? (choose two)

- * noting change in customer executive team
- * consulting the health index
- * providing training recommendations
- * reviewing installed base details
- * evaluating feedback from the customer operations team

NO.43 Which statement describes an end user adoption barrier?

- * There are insufficient licenses for additional staff from a newly acquired company to use the solution.
- * The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.
- * The budget is insufficient to implement the solution for a new branch of the business.
- * Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.

NO.44 Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

- * No action is necessary as long as the health index is green
- * Observe the online image of the customer
- * Review and update the success plan for ongoing activities
- * Manage the service issues and escalations
- * Join the sales and marketing strategy meetings

NO.45 What is the order of the key elements of process improvement for Customer Success?

- * measure, define, analyze, control, improve
- * define, measure, analyze, improve, control
- * define, analyze, measure, improve, control
- * analyze, define, measure, control, improve

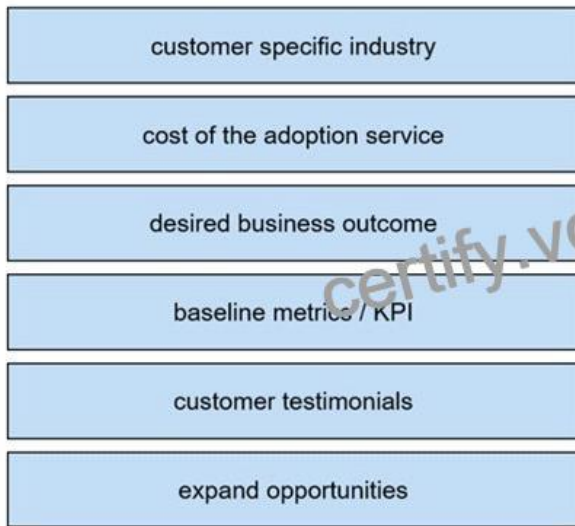
NO.46 During the past few months, the Customer Success Manager has been working on adoption sessions with all Network Security Staff from Company ABC. They had significant progress in how administrators are using the solution, implementing best practices, and reducing by half the time they spend performing a repetitive task. However, in a recent conversation, upper management questioned the renewal of the solution subscription. Which barrier must the CSM overcome?

- * operational
- * business
- * technical
- * data

NO.47 A customer's call center unexpectedly moved from in-person to remote operations and discovered that agents could no longer record their calls. The customer escalates this problem to their Customer Success Manager and requests a resolution. The Customer Success Manager recognizes that the customer is using collaboration products with outdated software. What is the first step of the mitigation plan?

- * Evaluate the availability of resources to work on the problem.
- * Engage a specialist to identify a technical solution or workaround.
- * Conduct an assessment of the business impact of the problem.
- * Establish a timeline of when a solution must be in place.

NO.48 An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.



NO.49 Which method is directly associated with evaluating a customer outcome?

- * milestones
- * key performance indicators
- * metrics
- * benchmarks

NO.50 Which two results of a successful customer onboarding stage are the most important? (Choose two.)

- * organization chart discussed
- * account relationships identified
- * desired business outcomes discussed
- * stakeholders identified
- * network diagrams discussed

NO.51 From a Customer Success perspective, why should the customer's health be monitored?

- * to provide the opportunity to address any changes in the customer's experience around the solution
- * to identify unused licenses so they can be addressed via a service improvement plan
- * to directly enable renewals

* to give the customer valuable insight so they can automatically renew critical services on time

NO.52 You notice a decline over time in your customer's usage of your product. Which action do you consider?

- * Show the customer a comparison of the solution versus the competition.
- * Re-assess the customer's business process and outline the capability of the solution.
- * Tell the customer a new solution will soon be available.
- * Carefully tell the customer to get more people to use your product.

NO.53 Which type of KPI is of the most interest to Customer Success?

- * business KPIs that define progress to the Business Outcome
- * IT services KPIs for operations
- * sales KPIs for revenue generation
- * OPEX KPIs that define the operational costs of the company

NO.54 During the delivery of a security solution, adoption barriers were identified. Those barriers were addressed, and the customer's business goals are now fulfilled. The customer is pleased with their solution and shares this experience in blogs and social media. In which stage is the customer?

- * Adoption
- * Optimize
- * Expand
- * Advocate

NO.55 Which definition of customer success is true?

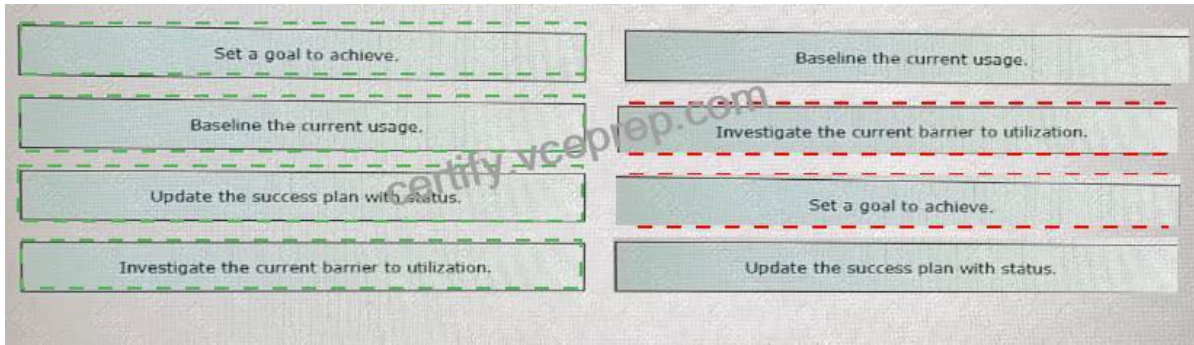
- * It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- * It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- * It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- * It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.

NO.56 Which adoption barrier results from failing to identify key stakeholders?

- * missing value of product roadmap
- * fragmented purchase
- * lack of resources
- * additional training requirements

NO.57 The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Set a goal to achieve.	step 1
Baseline the current usage.	step 2
Update the success plan with status.	step 3
Investigate the current barrier to utilization.	step 4



NO.58 Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- * Customer Success Specialist
- * Technical Engineer
- * Sales Engineer
- * Solution Product Manager

The issue here is a technical one that is causing the adoption barrier so it would be technical specialist that would need to be engaged to help resolve this. The CSS could certainly be involved but when that person realised that the barrier was purely technical they should be engaging the technical specialist to resolve it.

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