Cisco

Exam Questions 820-605

Cisco Customer Success Manager

About Exambible

Your Partner of IT Exam

Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

Our Advances

* 99.9% Uptime

    All examinations will be up to date.

* 24/7 Quality Support

    We will provide service round the clock.

* 100% Pass Rate

    Our guarantee that you will pass the exam.

* Unique Gurantee

    If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

NEW QUESTION 1
What are two examples of leveraging data to identify a customer barrier? (choose two)

A. noting change in customer executive team
B. consulting the health index
C. providing training recommendations
D. reviewing installed base details
E. evaluating feedback from the customer operations team

Answer: DE

NEW QUESTION 2
A customer complains about the number of times they must explain their problems and ask different team members to find a solution. How can this issue be avoided?

A. Share the company's organizational chart with the support team.
B. Provide customers with relevant use cases for the purchased solution.
C. Ensure that the customer knows the point of contact for product training.
D. Clarity roles and responsibilities with the stakeholders.

Answer: D

NEW QUESTION 3
Which scenario represents a use case expand opportunity?

A. usage KPIs are on target entering the fourth quarter
B. supplementary training sessions are organized on existing features
C. solution management team adds headcount
D. endpoint security solution extended to cover data center servers in addition to laptops

Answer: D

NEW QUESTION 4
What defines customer success?

A. the business methodology of ensuing that customers are always on the latest software releases and subscription contracts so customers can focus on core business activities.
B. a measure of the Net Promoter Score resulting from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly together to deliver a positive experience.
C. the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using the product or service.
D. the business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

Answer: C

NEW QUESTION 5
Which term describes the gap between the features and functions customers purchases and the features and functions customers use?

A. consumption
B. organizational
C. financial
D. capability

Answer: A

NEW QUESTION 6
Which perspectives are covered in a balanced scorecard?

A. customer, employee, partner, risk
B. business process, customer, financial, learning, growth
C. competition, culture, financia
D. IT systems
E. business outcomes, customer, employee, risk

Answer: B

NEW QUESTION 7
You notice a decline over time in your customer's usage of your product. Which action do you consider?

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

Answer: C

NEW QUESTION 8
Refer to the exhibit.

Based on the stage and health reflected, what must be the first priority of the success plan?

A. Design and propose a discount on product G.
B. Contact and collaborate with the individuals involved in the onboarding of product E.
C. Offer and encourage the opportunity for the customer to participate in a success story for product F.
D. Identify and document barriers that impact product C.

Answer: D

NEW QUESTION 9
Which outcome is the best that a Customer Success Manager can achieve for a customer?

A. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer's business
B. full adoption of all the technologies the customer purchased
C. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased
D. ensuring the customers deployment teams and end users are trained and ready to adopt the technology

Answer: C

NEW QUESTION 10
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?

A. Evaluate the availability of resources to work on the problem.
B. Engage a specialist to identity a technical solution or workaround.
C. Conduct an assessment of the business impact of the problem.
D. Establish a timeline of when a solution must be in place.

Answer: A

NEW QUESTION 10
What is the best reason for documenting your customer's success?

A. To provide awareness of the value achieved by the customer's purchased solution
B. To establish KPI's that measure the success of your company's business
C. To document roles and responsibilities for your project management
D. To provide expansion opportunities for your sales team

Answer: B

NEW QUESTION 12
Refer to the exhibit.

Utilization	Implement Score	Use Score	Engage Score	Adopt Score	Optimize Score
44	13	4	7	0	20

Which action must be taken by Customer Success Manager?

A. Recommend expansion opportunities
B. Review the financial index.
C. Develop a customer testimonial.
D. Identify the adoption barriers.

Answer: D

NEW QUESTION 16
Refer to the exhibit.

Which role is accountable for the Develop and validate Success Plan update activity?

A. Account Manager
B. Customer Success Manager
C. Product Sales Specialist
D. Business Development Manager

Answer: B

NEW QUESTION 19
A Customer Success Manager was assigned a strategic new account. Which action prepares them for the customer introduction meeting?

A. Engage with the account team to understand the expansion opportunities.
B. Perform a deep analysis of all the sales orders to the past 24 months.
C. Document customer's current technical escalations.
D. Speak the internal contacts to understand the customer's priorities and sentiment.

Answer: C

NEW QUESTION 23
Refer to the exhibit.
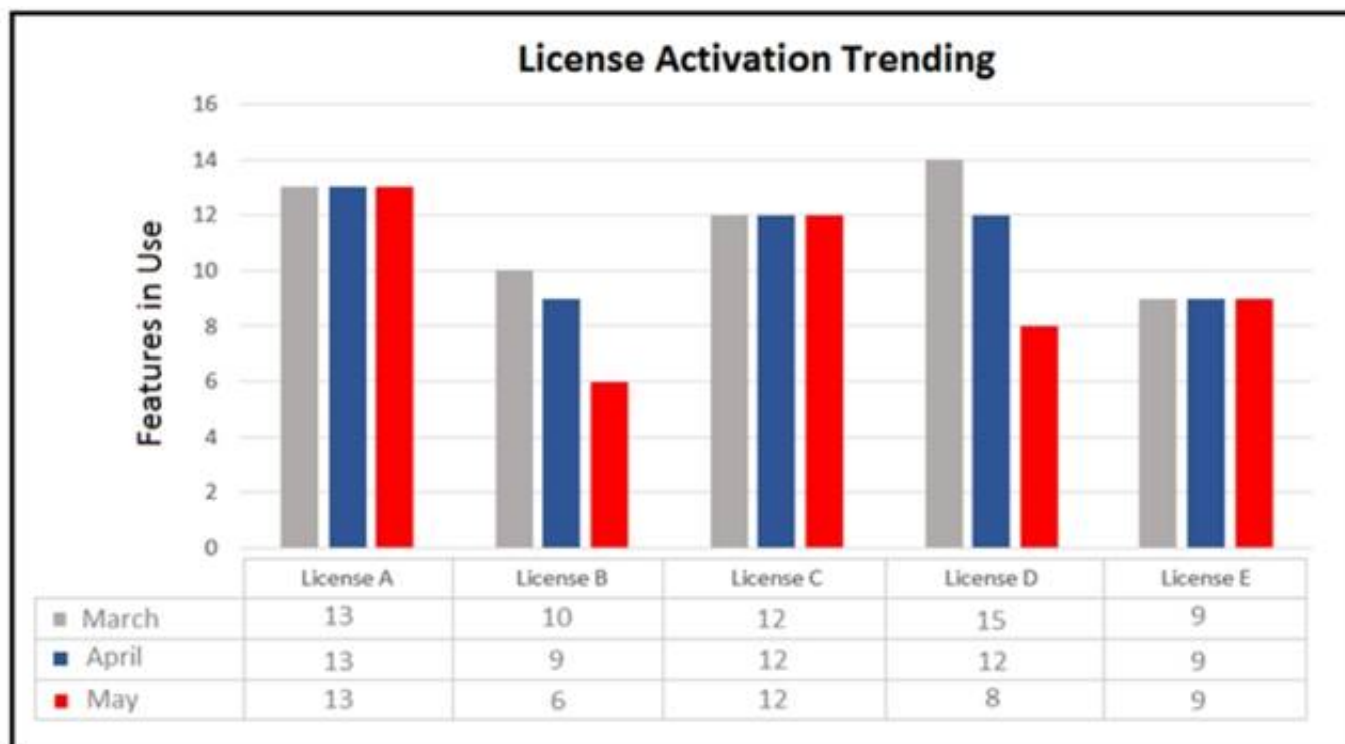
Which initial action does a Customer Success Manager take?

A. Run analysis on all the license types used by the customer on all platforms
B. Share the report with the customer point of contact for license types B and D and determine causes
C. Provide trending information on license types B and D and share with all stakeholders
D. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features

Answer: C

NEW QUESTION 27
Why should a customer's success be documented?

A. to establish KPIs that measure success
B. to provide awareness of the value achieved by the solution
C. to provide expansion opportunities for the sales team
D. to document roles and responsibilities for project management

Answer: B

NEW QUESTION 30
What are two drivers for Customer Success? (Chooser two)

A. The customer trusts that Cisco support will solve any issues.
B. The customer receives training for new products and services.
C. The customer recognizes the value of initial use case implementations.
D. The customer gives feedback about the purchased product.
E. The mature and fully deployed solution is running in production.

Answer: BC

NEW QUESTION 35
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?

A. Engage the service delivery manager and request two days of free consultation for the customer
B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
C. Escalate the situation to your manager and request a customer visit to understand concerns and expectations
D. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps

Answer: D

NEW QUESTION 39
How can Customer Success Plan tracking drive additional license purchases?

A. The Success Plan tracks the mean time to failure of the solution.
B. The Success Plan tracks the number of threats blocked and benchmarks it against the previous year.
C. The Success Plan tracks gains in user productivity and communicates this back to the business.
D. The Success Plan tracks the number of technical support cases opened.

Answer: C

NEW QUESTION 41
Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

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

Answer: E

NEW QUESTION 43
On which two objectives should communication with customer executives focus? (Choose two)

A. return on investment
B. new sales
C. product improvement
D. user training
E. time to value

Answer: AE

NEW QUESTION 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Diagram Description automatically generated

NEW QUESTION 53
Which tool is used by a Customer Success Manager to establish cross-functional alignment, ensure efficient execution and communication across a project team, and facilitate stakeholder management?

A. KPIs
B. Stakeholder Map
C. RACI
D. Health Index Report

Answer: C

NEW QUESTION 57
Which two results of a successful customer onboarding stage are the most important? (Choose two.)

A. organization chart discussed
B. account relationships identified
C. desired business outcomes discussed
D. stakeholders identified
E. network diagrams discussed

Answer: CD

NEW QUESTION 62
The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer

Success Manager initiate to mitigate this risk? (Choose two.)

A. Create a new Health Index dashboard with the Sales team.
B. Evaluate the customer's expertise in managing the purchased solution.
C. Examine solution pricing with the Renewals Manager.
D. Schedule Quarterly Business Review with the new leadership team.
E. Review the original business case and reassess desired outcomes with the new leadership team.

Answer: BE

NEW QUESTION 64
What is a common indicator of customer health?

A. number of services purchased
B. number of licenses purchased
C. customer satisfaction metric
D. amount of money spent on the solution

Answer: C

NEW QUESTION 66
Which activity reduces the risk of chum?

A. providing a discount on renewal
B. lowering the service level
C. expanding the customer footprint
D. educating on product features

Answer: C

NEW QUESTION 70
The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

A. cost efficiency
B. employee satisfaction
C. time to market
D. business growth
E. sustainability

Answer: CD

NEW QUESTION 71
Which definition of customer success is true?

A. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
C. It is the business methodology of ensuring that customers are always on the latest software releases andsubscription contracts so that they can focus on the core business activities that make them successful.
D. 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.

Answer: B

NEW QUESTION 74
What defines a use case?

A. comparison of the marketing description of what a product does and the customer's experience.
B. list of actions that define the interactions between a role and a system to achieve a goal.
C. list of actions or event steps that a customer uses.
D. list of instructions customers use for their software.

Answer: B

NEW QUESTION 76
Which type of analytics has telemetry that shows the customer's use of the software and defines what has happened to date?

A. descriptive
B. diagnostic
C. prescriptive
D. predictive

Answer: B

NEW QUESTION 78

Which two outcomes are expansion opportunities within customer success? (Choose two.)

A. expansion of solution features
B. renewal of solution subscription
C. purchase of a new solution
D. deployment of solution
E. expansion of solution services

Answer: AE

Explanation:
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

NEW QUESTION 81
You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

A. Engage with the account team to understand the expansion opportunities
B. Perform a deep analysis of all the sales orders to the past 24 months
C. Build an understanding of your customer's business and market trends and priorities
D. Speak the internal contacts to understand the customer sentiment and outstanding escalations

Answer: C

NEW QUESTION 82
Which factor delays time to value?

A. unrenewed Success Plan
B. unpaid invoice
C. loss of project sponsor
D. negative Net Promoter Score

Answer: C

NEW QUESTION 86
What is a type of expansion opportunity?

A. additional user groups
B. positive customer sentiment
C. strong stakeholder communication
D. using latest release versions

Answer: A

NEW QUESTION 90
Which definition of a use case is true?

A. comparison of the marketing description of what a product does to the customer's experience
B. list of actions or event steps that a customer uses
C. list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal
D. list of instructions that customer uses for their software

Answer: C

NEW QUESTION 95
As a Customer Success Manager, what is the most important metric to uncover during onboarding?

A. cost
B. value
C. benefit
D. customer relationship

Answer: B

NEW QUESTION 99
In which lifecycle stage would a lack of skilled resources be identified as a barrier?

A. sales proof of concept
B. late-stage adoption
C. early-stage adoption
D. solution renewal

Answer: A

NEW QUESTION 102
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?

A. operational
B. business
C. technical
D. data

Answer: B

NEW QUESTION 105
......

Relate Links

100% Pass Your 820-605 Exam with Exambible Prep Materials

https://www.exambible.com/820-605-exam/

Contact us

We are proud of our high-quality customer service, which serves you around the clock 24/7.

Viste - https://www.exambible.com/