



Free Questions for 820-605 by [braindumpscollection](#)

Shared by [Stone](#) on 06-06-2022

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

Which element of the renewal risk analysis is associated with a customer's requests to maintain existing pricing?

Options:

- A- customer budget
- B- adoption barriers
- C- value realization
- D- competitive differentiation

Answer:

A

Question 2

Question Type: MultipleChoice

A customer wants to deploy new technology. The Customer Success Manager is concerned the customer is not ready to adopt the solution. Which steps with the Project and Operations teams ensure a successful adoption?

Options:

- A-** Conduct an end-user assessment, determine gaps, and suggest appropriate training for all users of the new technology.
- B-** Assign internal resources to develop and deliver training to the customer's IT staff to ensure the project is successful.
- C-** Complete a knowledge assessment of the Project and Operations teams, determine gaps, and develop a training plan.
- D-** Research the best training available for this new technology and ensure as many IT staff as possible attend the training.

Answer:

A

Question 3

Question Type: MultipleChoice

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

Options:

- 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

Question 4

Question Type: MultipleChoice

What is the order of the key elements of process improvement for Customer Success?

Options:

- A- measure, define, analyze, control, improve

B- define, measure, analyze, improve, control

C- define, analyze, measure, improve, control

D- analyze, define, measure, control, improve

Answer:

B

Question 5

Question Type: MultipleChoice

What are two drivers for Customer Success? (Chooser two)

Options:

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:

B, C

Question 6

Question Type: MultipleChoice

What is a type of expansion opportunity?

Options:

A- additional user groups

B- positive customer sentiment

C- strong stakeholder communication

D- using latest release versions

Answer:

A

Question 7

Question Type: MultipleChoice

What are two examples of expand opportunities? (Choose two.)

Options:

- A- providing solution optimization services
- B- adding headcount to manage solution by the customer
- C- training on existing features
- D- hosting an executive review
- E- increasing license count

Answer:

A, E

Question 8

Question Type: MultipleChoice

In which two ways can an adoption campaign identify expansion opportunities? (Choose two.)

Options:

- A- The adoption campaign provides notifications of new feature releases.
- B- The adoption campaign surveys all end users for product feedback.
- C- The adoption campaign notifies customers of a critical bug.
- D- The adoption campaign provides free trial licenses for feature upgrades.
- E- The adoption campaign provides free user training.

Answer:

A, D

Question 9

Question Type: MultipleChoice

From a Customer Success perspective, why should the customer's health be monitored?

Options:

- A-** to provide the opportunity to address any changes in the customer's experience around the solution
- B-** to identify unused licenses so they can be addressed via a service improvement plan
- C-** to directly enable renewals
- D-** to give the customer valuable insight so they can automatically renew critical services on time

Answer:

C

Question 10

Question Type: MultipleChoice

The CIO of a bank and their vendor have a significant disagreement over the value of the work that was delivered the past two years under the existing managed-services contract. The contract renewal process was delayed over three months, with considerable risk to both parties. Which best practice will help prevent this type of disagreement?

Options:

- A-** Adopt a lifecycle approach with a proactive review of service performance against KPIs.
- B-** Have the CSM define how value should be measured at the end of the contract period.
- C-** Engage a third-party mediator to develop contract goals and evaluate the objectives at regular intervals.
- D-** Have the CIO define a clear IT strategy and implement the suggestions immediately.

Answer:

A

To Get Premium Files for 820-605 Visit

<https://www.p2pexams.com/products/820-605>

For More Free Questions Visit

<https://www.p2pexams.com/cisco/pdf/820-605>

