



**Free Questions for 820-605 by vceexamstest**

**Shared by Phelps on 29-01-2024**

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# Question 1

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**Question Type:** MultipleChoice

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The executive team decided to purchase 500 licenses to reduce costs and replace the existing solution, which has been in place for the last 10 years. The end-users were not consulted. Three months into the project, reports show the consumption analytics indicate a high usage of the old system and only 75 licenses active in the new software. Which two adoption barriers must be investigated? (Choose two)

## Options:

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- A- limited telemetry
- B- purchase policy process
- C- lack of common features
- D- lack of communication
- E- business misalignment

## Answer:

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B, D

## Question 2

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**Question Type:** MultipleChoice

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

### Options:

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- 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:

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D, E

## Question 3

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**Question Type:** MultipleChoice

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What is the customer success objective of a Quarterly Success Review?

**Options:**

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- A- Introduce new products and services.
- B- Evaluate renewal contract.
- C- Align work effort to outcomes.
- D- Create a success plan.

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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What defines customer success?

**Options:**

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- A-** the business methodology of ensuring 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:**

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C

## Question 5

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**Question Type: MultipleChoice**

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Why should a customer's success be documented?

**Options:**

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- 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:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Which task drives advocacy with customer stakeholders?

**Options:**

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- A- creating a success story
- B- creating a Customer Success Plan
- C- creating technical documentation

D- creating a stakeholder map

**Answer:**

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B

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