

## Cisco.820-605.v2024-09-16.q65

|                                                                                                                                               |                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Exam Code:                                                                                                                                    | 820-605                        |
| Exam Name:                                                                                                                                    | Cisco Customer Success Manager |
| Certification Provider:                                                                                                                       | Cisco                          |
| Free Question Number:                                                                                                                         | 65                             |
| Version:                                                                                                                                      | v2024-09-16                    |
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| <a href="https://www.freepdfdumps.com/Cisco.820-605.v2024-09-16.q65.html">https://www.freepdfdumps.com/Cisco.820-605.v2024-09-16.q65.html</a> |                                |

### NEW QUESTION: 1

What are two adoption barriers? (Choose two.)

- A. gaps in the account baseline
- B. loss of project sponsor
- C. unused customer success support
- D. lack of resources
- E. lack of expansion

Answer: ( [SHOW ANSWER](#) )

### NEW QUESTION: 2

What is a Quarterly Success Review?

- A. technical analysis that outlines the implementation plan and adoption barriers
- B. conversation that outlines the key initiatives that are agreed upon in the success plan
- C. gap analysis that focuses on the state of the customer's current architecture
- D. new success plan that focuses on the upcoming goals for the customer

Answer: B ( [LEAVE A REPLY](#) )

### NEW QUESTION: 3

Which two steps in the customer lifecycle approach are owned by the sales and marketing team? (Choose two.)

- A. Adoption
- B. Evaluation
- C. Awareness
- D. Deployment
- E. Experience

Answer: B,C ( [LEAVE A REPLY](#) )

**NEW QUESTION: 4**

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

- A. product use case that will achieve the desired outcome
- B. current existing products that are being displaced by the solution
- C. current configuration guide of the product solution
- D. KPI that will be improved by the new product solution

**Answer: A** ([LEAVE A REPLY](#))

**NEW QUESTION: 5**

Your client, the Director of IT Policy and Governance of Easternbank, has just informed you that the CIO is dissatisfied with the current level of utilization of the collaboration solution that was deployed 3 months ago. The client has requested a meeting to improve the situation. Which reports are critical to the success of the meeting?

- A. number of users registered, bandwidth utilization, number of training sessions user joined
- B. number of users registered, service logs, number of users
- C. network utilization, number of meetings user initiated, number of users
- D. number of users registered, number of meetings user initiated, number of meetings user joined

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 6**

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

- A. Document the session, stakeholder interests, and metrics for leadership
- B. Provide technical configuration for development
- C. Discuss new opportunities and new products to purchase
- D. Create a success plan to be reviewed with the customer at the next review meeting

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 7**

Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

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

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 8**

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?

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 9**

The customer purchased a solution with a specific use case in mind but has not yet expressed interest in additional use cases. Which two actions gain their commitment to add use cases? (Choose two.)

- A.** Identify target outcomes based on known challenges to demonstrate how a new use case could help achieve them.
- B.** Present case studies that outline the benefits they achieved and highlight compelling metrics.
- C.** Conduct a discovery session to uncover their additional pain points.
- D.** Provide additional training on the current use case to drive adoption.
- E.** Recognize tools that compete with the expansion opportunity and offer discounts to switch.

**Answer:** A,D ([LEAVE A REPLY](#))

#### **NEW QUESTION: 10**

Who does a Customer Success Manager work with to overcome a technical solution adoption barrier encountered by a customer?

- A.** Customer Success Specialist
- B.** Technical Engineer
- C.** Solutions Product Manager
- D.** Sales Engineer

**Answer:** A ([LEAVE A REPLY](#))

#### **NEW QUESTION: 11**

Which expense is an operating expense (OPEX)?

- A.** payroll
- B.** office improvements
- C.** software
- D.** computer equipment

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 12**

Throughout the customer lifecycle, opportunities can occur that lead to customers becoming advocates for the Customer Success Manager's company. Which two opportunities can lead to advocacy? (Choose two.)

- A. successful contract renewal
- B. moments of success when the customer acknowledges progress
- C. green health scores over intermittent time periods
- D. results that are not measurable
- E. continuing results based on unexpected value

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 13**

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

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

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 14**

What is a purpose of a customer stakeholder map?

- A. to establish a training plan
- B. to build a product roadmap
- C. to create a communication plan
- D. to identify the critical elements of customer culture

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 15**

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.)

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

Answer: C,E ([LEAVE A REPLY](#))

#### NEW QUESTION: 16

Which analysis model is used to better understand the customer business environment?

- A. dashboard
- B. SWOT
- C. RACI
- D. renewal contract

Answer: B ([LEAVE A REPLY](#))

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#### NEW QUESTION: 17

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

Answer: A ([LEAVE A REPLY](#))

#### NEW QUESTION: 18

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics. Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.

|                                                                 |            |
|-----------------------------------------------------------------|------------|
| customer's perceived value                                      | Objective  |
| customer satisfaction ratings                                   |            |
| number of customer escalations                                  |            |
| number of customers retained                                    |            |
| percentage of marketing emails that are opened and responded to |            |
| value feedback                                                  | Subjective |
|                                                                 |            |
|                                                                 |            |
|                                                                 |            |

**Answer:**

|                                                                 |                                                                 |
|-----------------------------------------------------------------|-----------------------------------------------------------------|
| customer's perceived value                                      | Objective                                                       |
| customer satisfaction ratings                                   | number of customer escalations                                  |
| number of customer escalations                                  | number of customers retained                                    |
| number of customers retained                                    | percentage of marketing emails that are opened and responded to |
| percentage of marketing emails that are opened and responded to | Subjective                                                      |
| value feedback                                                  | customer's perceived value                                      |
|                                                                 | customer satisfaction ratings                                   |
|                                                                 | value feedback                                                  |

### NEW QUESTION: 19

What are two customer advantages of purchasing subscription licenses? (Choose two.)

- A. The customer can discontinue the subscription if value is not realized.
- B. It enables software providers to control customer consumption.
- C. Software maintenance is offered through a separate contract.
- D. It provides the customer with a pay per use model.
- E. It creates high aftermarket resale value.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 20**

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

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

**Answer:** [\(SHOW ANSWER\)](#)

**NEW QUESTION: 21**

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. Clarify roles and responsibilities with the stakeholders.

**Answer:** D [\(LEAVE A REPLY\)](#)

**NEW QUESTION: 22**

Which perspectives are covered in a balanced scorecard?

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

**Answer:** B [\(LEAVE A REPLY\)](#)

**NEW QUESTION: 23**

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 [\(LEAVE A REPLY\)](#)

**NEW QUESTION: 24**

What is the purpose of targeted use cases?

- A. They define how a solution is applied to enable a desired outcome.
- B. They provide customers with ways to take advantage of additional features.
- C. They function without the purchase of additional services.



D. They highlight the product differentiation from a competitor.

Answer: A ([LEAVE A REPLY](#))

#### NEW QUESTION: 25

Which role within a Customer Success organization acts as a single contact point for a customer across multiple technologies?

- A. Customer Success Specialist
- B. Account Manager
- C. Delivery Team
- D. Customer Success Manager

Answer: D ([LEAVE A REPLY](#))

#### NEW QUESTION: 26

What are two barriers to adoption within an organization? (Choose two.)

- A. centralized IT organization
- B. inadequate knowledge and skills
- C. agile development model
- D. solution implemented by partner
- E. organizational silos

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 27

Refer to the exhibit.





The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer has a high probability to renew and will include an expanded opportunity
- B. The customer's usage has seen a recent decline and the chance of them churning will be higher
- C. The customer has increased usage, which shows a strong indicator of renewal
- D. The customer's usage is too low to correctly measure the chance of their retention

**Answer: B** ([LEAVE A REPLY](#))

#### NEW QUESTION: 28

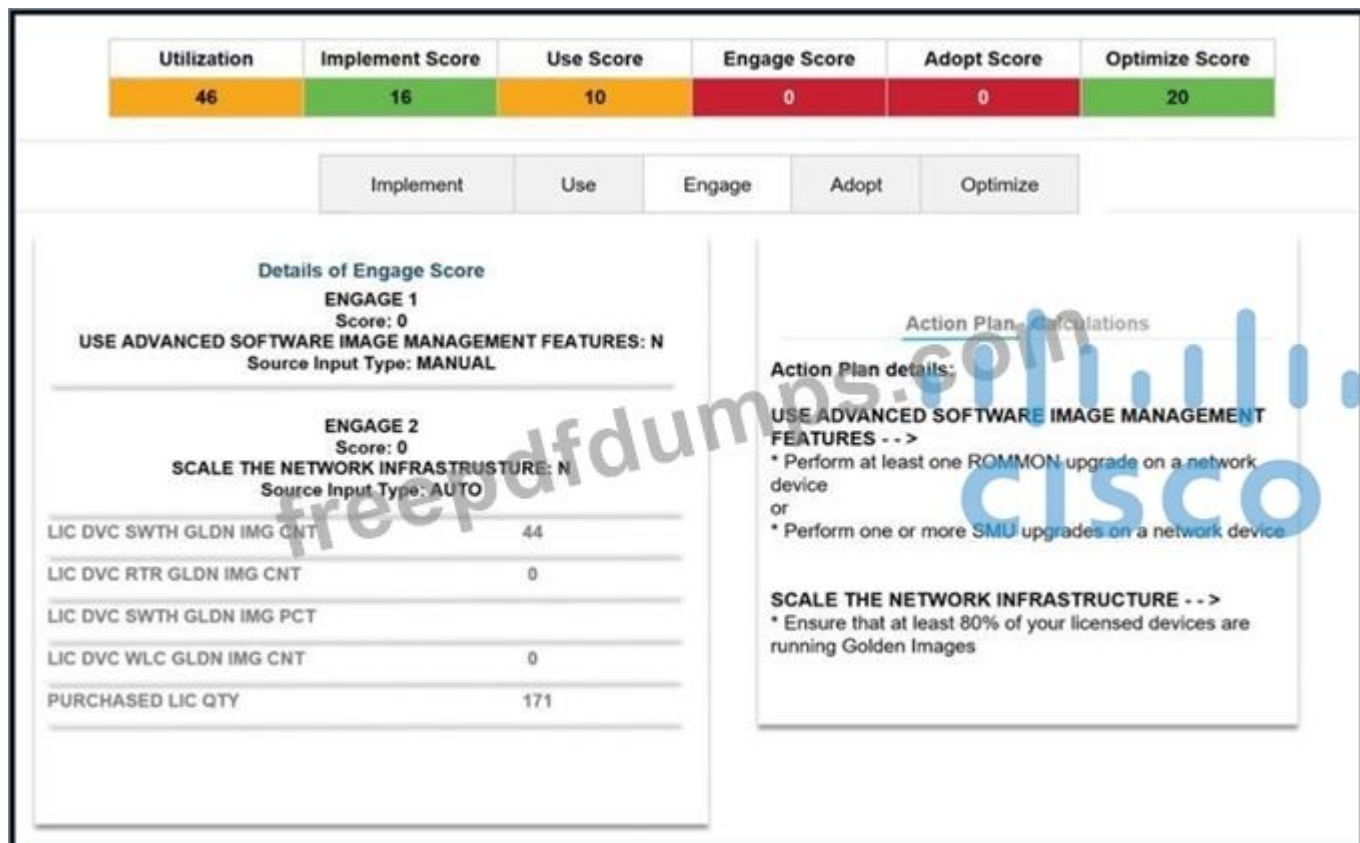
Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Account Manager
- B. Product Sales Specialist
- C. Renewals Manager
- D. Customer Success Manager

**Answer: D** ([LEAVE A REPLY](#))

#### NEW QUESTION: 29

Refer to the exhibit.



What does this health score indicate?

- A. The customer is unlikely to advocate for this product.

- B. The customer is unlikely to renew this license.
- C. The customer needs to purchase more licenses.
- D. The customer needs to consume more of this product.

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 30

What is the role of a subject matter expert in the Customer Success process?

- A. shares industry trends
- B. drives adoption
- C. accelerates customer value realization
- D. challenges the status quo

Answer: D ([LEAVE A REPLY](#))

#### NEW QUESTION: 31

Refer to the exhibit.

## Account Baseline

| Success Priorities                                       | Solution  | Stage and health |         |           |     |        |       |          |
|----------------------------------------------------------|-----------|------------------|---------|-----------|-----|--------|-------|----------|
| Drive cost down while improving operational efficiencies | Product A | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product B | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product C | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product D | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product E | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product F | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |
|                                                          | Product G | Purchase         | Onboard | Implement | Use | Engage | Adopt | Optimize |

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

- A. Contact and collaborate with the individuals involved in the onboarding of product E.
- B. Design and propose a discount on product G.
- 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: ([SHOW ANSWER](#))

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#### **NEW QUESTION: 32**

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

- A.** results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter
- B.** results from prior quarter, cover roadmap and promote new products, 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, product roadmap, proposed marketing new products, and confirm goals for the next quarter

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 33**

Which activity reduces the risk of churn?

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

**Answer: B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 34**

What is a business adoption barrier?

- A.** solution is not implemented
- B.** customer lacks technical knowledge
- C.** services are unpurchased
- D.** lack of customer stakeholder

**Answer: A** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 35**

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A.** Onboard
- B.** Implement
- C.** Use

D. Adopt

**Answer: C** ([LEAVE A REPLY](#))

#### NEW QUESTION: 36

How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.
- B. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.
- C. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.
- D. OpEx has depreciation, while there is no deprecation with CapEx.

**Answer: B** ([LEAVE A REPLY](#))

#### NEW QUESTION: 37

A client deployed a new collaboration solution six months ago. Utilization telemetry indicates only 60% of activated users are engaging with the solution. Which two actions should the Customer Success Manager recommend to the client? (Choose two.)

- A. Have marketing write a blog post about the new solution.
- B. Advertise additional user training sessions throughout the organization.
- C. Conduct a survey to determine which collaboration solutions users are using.
- D. Block all alternative chat and video collaboration systems.
- E. Encourage the customer to purchase updated endpoints.

**Answer: B,C** ([LEAVE A REPLY](#))

#### NEW QUESTION: 38

Refer to the exhibit.

| Task           | Stakeholder 1 | Stakeholder 2 | Stakeholder 3 | Stakeholder 4 | Stakeholder 5 | Stakeholder 6 |
|----------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Project Task 1 | R             | A             | C             | A             | I             | A             |

What is the problem with this RACI example?

- A. Too many people are accountable for this task.
- B. More stakeholders should be involved.
- C. No one has multiple roles.
- D. Every task should have four people consulted.

**Answer: A** ([LEAVE A REPLY](#))

#### NEW QUESTION: 39

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. Evaluate the customer's expertise in managing the purchased solution.
- B. Offer discounts on new products to gain the interest of the new leadership.
- C. Review the original business case and reassess desired outcomes with the new leadership
- D. Review the original sales proposal with the sales team.
- E. Address and resolve all technical issues.

**Answer: A,C** ([LEAVE A REPLY](#))

#### NEW QUESTION: 40

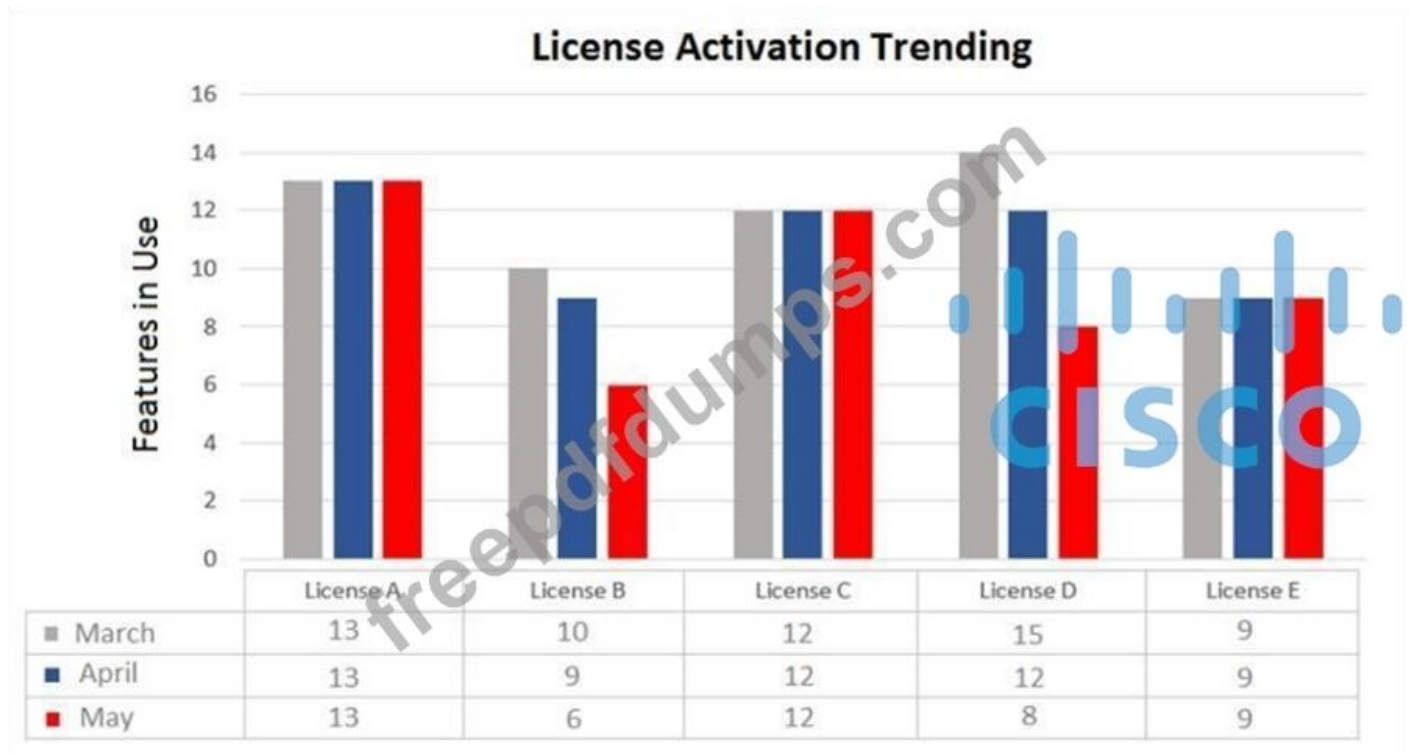
The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

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

**Answer: B,C** ([LEAVE A REPLY](#))

#### NEW QUESTION: 41

Refer to the exhibit.



Which initial action does a Customer Success Manager take?

- A. Provide trending information on license types B and D and share with all stakeholders

**B.** Inform the Sales Account Manager to position a new version of licenses types B and D with additional features

**C.** Share the report with the customer point of contact for license types B and D and determine causes

**D.** Run analysis on all the license types used by the customer on all platforms

**Answer: C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 42**

A customer is concerned that a lot of data is presented during quarterly business reviews, but not many insights. Which action resolves this issue?

**A.** Agree on a set of metrics and share the results and trend lines with recommendations for improvement.

**B.** Appoint a customer representative to review the data and give specific suggestions.

**C.** Provide the customer with access to the raw data to enable them to develop their own insights.

**D.** Explain the limitations of the available reports and offer options to provide input to develop new reports.

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 43**

Which statement describes an end user adoption barrier?

**A.** The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.

**B.** The budget is insufficient to implement the solution for a new branch of the business.

**C.** Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.

**D.** There are insufficient licenses for additional staff from a newly acquired company to use the solution.

**Answer: (**[SHOW ANSWER](#)**)**

#### **NEW QUESTION: 44**

Which definition of a use case is true?

**A.** list of actions or event steps that a customer uses

**B.** comparison of the marketing description of what a product does to the customer's experience

**C.** list of instructions that customer uses for their software

**D.** list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 45**

In which stage does the Customer Success Manager initially validate stakeholders?

**A.** onboarding



- B. purchase
- C. deployment
- D. utilization

**Answer:** ([SHOW ANSWER](#))

#### NEW QUESTION: 46

Customer A has 120,000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings, self-serve approach to achieve business innovation through face-to-face communications. Which two main barriers to adoption does the customer face? (Choose two.)

- A. process barrier
- B. cost barrier
- C. product barrier
- D. technical barrier
- E. cultural barrier

**Answer:** ([SHOW ANSWER](#))

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#### NEW QUESTION: 47

What is the purpose of capturing moments of success with a customer?

- A. renewing the contract and subscription
- B. expanding the purchased solution
- C. validating deployment of the solution
- D. recognizing the value of the engagement

**Answer:** D ([LEAVE A REPLY](#))

#### NEW QUESTION: 48

How does the Customer Success Manager identify the product and solutions purchased by a customer?

- A. Tour facility with the customer to catalog products and solutions
- B. Baseline products and solutions with the account team



- C. Check sales for the customer pipeline to record products and solutions
- D. Review statement of work to archive products and solutions mentioned

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 49**

Which action should a Customer Success Manager take when the product utilization score is not improving?

- A. Review the support case history to identify product quality or customer education issues.
- B. Conduct customer interviews to understand current adoption barriers and develop a solution plan.
- C. Engage the sales team to upsell the solution and offer options and product diversity to the customer.
- D. Contact the product operations team to review the telemetry and offer insights to the customer.

**Answer: B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 50**

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

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

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 51**

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. 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
- B. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- C. Engage the service delivery manager and request two days of free consultation for the customer
- D. Escalate the situation to your manager and request a customer visit to understand concerns and expectations

**Answer: (**[SHOW ANSWER](#)**)**

#### **NEW QUESTION: 52**

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. Schedule Quarterly Business Review with the new leadership team.
- C. Evaluate the customer's expertise in managing the purchased solution.
- D. Review the original business case and reassess desired outcomes with the new leadership team.
- E. Examine solution pricing with the Renewals Manager.

**Answer: B,D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 53**

Which two outcomes are the primary goals when introducing the customer to Customer Success? (Choose two.)

- A. identification of customer business outcomes
- B. completion of customer training
- C. alignment of key stakeholders
- D. scheduling of Quarterly Success Review
- E. review of product roadmap

**Answer: (**[SHOW ANSWER](#)**)**

#### **NEW QUESTION: 54**

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

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

**Answer: C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 55**

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

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

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 56**

The Customer Success Manager notices that their customer has delayed going into production. Which action does the Customer Success Manager consider?

- A. Suggest that the customer replace their existing staff

- B. Re-enforce the time to value of the solution
- C. Give the customer a discount on a future purchase
- D. Provide the customer with a chargeable deployment service

**Answer: B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 57**

What is the value proposition of customer success for customers?

- A. technical assistance prioritization
- B. incremental rewards
- C. external publicity
- D. business vision support

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 58**

The customer wants to improve operational expenditure and reduce the CO2 footprint of the organization. Which two business outcomes are critical to the company's success? (Choose two.)

- A. cost efficiency
- B. sustainability
- C. time to market
- D. credibility
- E. business growth

**Answer: A,B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 59**

At which lifecycle stage does the Customer Success Manager identify the solution purchased?

- A. Purchase
- B. Onboard
- C. Implement
- D. Select

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 60**

What is a lagging indicator of the customer achieving the value proposition?

- A. product deployment
- B. movement to evaluate stage
- C. contract renewal
- D. decrease in the number of problem reports

**Answer: C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 61**

Which two Customer Success approaches should a Customer Success Manager provide for their customers that face stalled implementation? (Choose two.)

- A. Determine if there has been a change in resourcing or stakeholders.
- B. Offer upfront discounts and secure the business for as many years as possible.
- C. Sell additional training to the customer.
- D. Introduce new features that have been recently enabled within the product.
- E. Review priorities from the Success Plan with customer leadership.

Answer: ([SHOW ANSWER](#))

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#### NEW QUESTION: 62

What is an objective of the Customer Success Manager?

- A. help customers recognize the self-service model
- B. make decisions on behalf of the customer to reduce time to value
- C. train customers to ensure they understand the full capabilities of the solution
- D. solve customer problems to attain business outcomes

Answer: D ([LEAVE A REPLY](#))

#### NEW QUESTION: 63

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

- A. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- B. Understanding your customer's health directly enables renewals
- C. It gives the customer valuable insight so they can automatically renew critical on time
- D. It provides the opportunity to address any changes in the customer's experience or actions around the solution

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 64

As part of the Customer Success Manager role, success stories and references are valuable in showcasing the value of the product. If a customer has a privacy policy that precludes them from public sharing, which action helps to mitigate any concerns?

- A. Explain that this is a role metric that is needed to satisfy quotas.
- B. Make the story for internal use only.
- C. Talk to senior management to explain the benefits of success story creations.
- D. Offer the customer free products or services as an incentive.

**Answer: B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 65**

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

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

**Answer: A** ([LEAVE A REPLY](#))

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