Free Questions for 820-605 by dumpshq

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Question 1

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

Options:

A- Onboard

B- Purchase

C- Implement

D- Select

Answer:

D

Question 2

Refer to the exhibit.

Customer Name	Health Index	Utilization Score	Quality Score	Sentiment Score	Financial Score
Company A	44	29	59	55	61
Company B	72	72	72	64	60
Company C	51	41	41	83	67

Which action should the Customer Success Manager take to improve the health index of Company B?

Options:

A- Analyze annual recurring revenue growth and reduce renewal risks associated with technology.

B- Perform a marketing campaign and design a roadmap of new products.

C- Provide recommendations for training and offer scripts for learning products.

D- Observe the net promoter scores and how likely the customer is to create a success story.

Answer:

A

Question 3

Which two actions should be taken when a customer's usage is in decline? (Choose two.)

Options:

A- Show the customer how the current solution compares to the offers from a competitor.

B- Assess the capabilities of the solution against the customer's desired outcomes.

C- Tell the customer a new solution will soon be available.

D- Review the implementation plan with key customer leadership.

E- Identify changes in the customer's business processes.

Answer:

B, E

Question 4

While talking to employees of a customer's front-line operations, a Customer Success Manager learns that the team is evaluating a competitive solution for an existing solution they own but use minimally. What is the nextstep the Customer Success Manager should take after this conversation?

Options:

A- Host a discovery session with stakeholders to identify challenges and desired outcomes.

B- Invites the stakeholders to attend technical training on different product use cases.

C- Educate the operations team on the features and capabilities of the existing solution.

D- Ensure the customer's procurement team is aware of the existing solution and its usage history.

Answer:

A

Question 5

What is the financial implication of churn?

Options:

A- reduced technology footprint

B- increased user licensing

C- reduced revenue

D- increased renewal value

Answer:

C

Question 6

Question Type: MultipleChoice

What is a leading indicator of adoption in the healthscore?

Answer:

D

Question 7

Question Type: **MultipleChoice**

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

Options:

A- Sell additional training to the customer.

B- Introduce new features that have been recently enabled within the product.

C- Review priorities from the Success Plan with customer leadership.

D- Offer upfront discounts and secure the business for as many years as possible.

E- Determine if there has been a change in resourcing or stakeholders.

Answer:

C, E