Free Questions for 820-605 by certsdeals

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Question 1

Question Type: MultipleChoice

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 adoption barrier will the customer encounter?

Options:

A) technical barrier

B) cultural barrier

C) product barrier

D) cost barrier

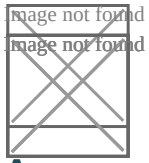
Answer:

A

Question 2

Question Type: DragDrop

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

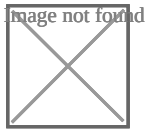


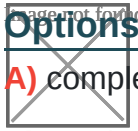
Answer:

Question 3

Question Type: MultipleChoice

Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two.)





Options:

A) completion of customer training

B) confirmation of customer business outcomes

C) review of product roadmap

D) scheduling of Quarterly Success Review

E) agreement of key stakeholders

Answer:

B, D

Question 4

Question Type: MultipleChoice

What is a barrier to adopting software tools?

Options:

A) limited resources

B) recurring cost

C) commercial decision

D) organization size

Answer:

A

Question 5

Question Type: MultipleChoice

What is a consideration in evaluating readiness for adoption?

Options:

A) Identify features or functions that are not deployed or underutilized.

B) Identify potential accelerators that could optimize performance.

C) Review customer acceptance test plan.

D) Validate that all required items have been purchased.

Answer:

C

Question 6

Question Type: MultipleChoice

Which adoption barrier results from failing to identify key stakeholders?

Options:

A) missing value of product roadmap

B) fragmented purchase

C) lack of resources

D) additional training requirements

Answer:

C

Question 7

Question Type: MultipleChoice

A large university has deployed a new IT solution designed to improve the overall student and staff experience. Which approach to measure success is the best?

Options:

A) Twice yearly student and staff surveys with two

B) Measure the number of complaints raised by students

C) Combination of tailored surveys and IT tools-based metrics

D) Implement staff Super Users to provide feedback

Answer:

B

Question 8

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

Question 9

Question Type: MultipleChoice

What defines a use case?

Options:

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

Question 10

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

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