



**Free Questions for 820-605 by go4braindumps**

**Shared by Pennington on 24-05-2024**

**For More Free Questions and Preparation Resources**

**Check the Links on Last Page**

## Question 1

---

**Question Type:** MultipleChoice

---

What are two expected outcomes of the customer onboard stage? (Choose two.)

### Options:

---

- A- opportunities for advocacy shared
- B- stakeholders identified
- C- business outcomes with KPI metrics identified
- D- training sessions for end users planned
- E- network diagrams provided

### Answer:

---

B, C

## Question 2

---

**Question Type:** MultipleChoice

---

What are two expectations of the Quarterly Success Review? (Choose two.)

**Options:**

---

- A- Consider upgrades to support existing solutions.
- B- Track key performance indicators or milestones.
- C- Offer additional license purchases.
- D- Align with customer's critical business objectives.
- E- Negotiate the level of discount in a solution expansion.

**Answer:**

---

B, D

## Question 3

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

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

**Answer:**

---

B

## Question 4

---

**Question Type: MultipleChoice**

---

Which topics must be covered during a Quarterly Success Review to ensure that outcomes are achieved?

**Options:**

---

- A- the success plan, the agreed priorities, and the planned outcomes

- B-** technical support cases in flight and support options
- C-** stakeholder mapping and planned training sessions
- D-** upcoming contract renewal and expansion opportunities

**Answer:**

---

A

## Question 5

---

**Question Type:** MultipleChoice

---

What are two adoption barriers? (Choose two.)

**Options:**

---

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

**E-** lack of expansion

**Answer:**

---

C, D

## Question 6

---

**Question Type: MultipleChoice**

---

What should be the primary source of information about a customer's current adoption barriers?

**Options:**

---

**A-** current industry trends

**B-** insight from the account team

**C-** bill of materials

**D-** customer strategic goals

**Answer:**

---

B

## Question 7

---

**Question Type:** MultipleChoice

---

Who confirms the use cases targeted in a Customer Success Plan?

**Options:**

---

A- primary customer stakeholder

B- account team sales lead

C- customer enterprise architect

D- Customer Success Manager

**Answer:**

---

A

## Question 8

---

**Question Type: MultipleChoice**

---

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 A?

**Options:**

---

- A-** Analyze annual recurring revenue growth, renewal rates of other products, and timeliness of bill pay.
- B-** Observe net promoter scores and how likely the customer is to recommend the products to someone else.
- C-** Provide recommendations for training or suggest new features based on data analysis.
- D-** Perform a marketing campaign and share the roadmap of new products.



**Answer:**

---

C

## Question 9

---

**Question Type: MultipleChoice**

---

A customer has six technical support cases open that are related to user connectivity that have negatively impacted the customer health scores for

product quality and customer sentiment. After the Customer Success Manager assesses the business impact, which action creates a mitigation plan?

**Options:**

---

- A-** Offer the customer a discount because of their problems.
- B-** Request a meeting with customer executives.
- C-** Establish a timeline of when a solution must be in place.
- D-** Ensure the escalation to technical specialists.

**Answer:**

---

C

## Question 10

---

**Question Type:** MultipleChoice

---

Refer to the exhibit.

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

What is the concern for a Customer Success Manager within this task of the RACI matrix?

**Options:**

---

- A- Lack of sufficient expertise with minimal consulting stakeholders engaged.
- B- Running the risk of under communicating with too few stakeholders involved.
- C- It is difficult to get a consensus or agreement with the number of roles accountable.

**D-** Too many people are responsible, which leaves no clear leader.

**Answer:**

---

C

## Question 11

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

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

**Answer:**

---

B, C

**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>**

