

# CISCO 820-605

**Cisco Customer Success Manager Certification  
Questions & Answers**

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**820-605**

**[Cisco Customer Success Manager Specialist](#)**

**55-65 Questions Exam – Variable (750-850 / 1000**

**Approx.) Cut Score – Duration of 120 minutes**



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## Discover More about the 820-605 Certification

Are you interested in passing the Cisco 820-605 exam? First discover, who benefits from the 820-605 certification. The 820-605 is suitable for a candidate if he wants to learn about Customer Success. Passing the 820-605 exam earns you the Cisco Customer Success Manager Specialist title.

While preparing for the 820-605 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The 820-605 PDF contains some of the most valuable preparation tips and the details and instant access to useful [820-605 study materials just at one click](#).

## Cisco 820-605 Cisco Customer Success Manager Certification Details:

Exam Name	Cisco Customer Success Manager
Exam Number	820-605 CSM
Exam Price	\$250 USD
Duration	120 minutes
Number of Questions	55-65
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	<a href="#">Cisco Customer Success Manager (DTCSM) v2.1</a>
Exam Registration	<a href="#">PEARSON VUE</a>
Sample Questions	<a href="#">Cisco 820-605 Sample Questions</a>
Practice Exam	<a href="#">Cisco Customer Success Manager Specialist Practice Test</a>

## 820-605 Syllabus:

Section	Weight	Objectives
Customer Success Industry	15%	<ul style="list-style-type: none"> <li>- Explain the key drivers creating the need for Customer Success</li> <li>- Define customer success (expected and unexpected value)</li> <li>- Explain the customer lifecycle journey</li> <li>- Compare customer success, customer support and sales</li> <li>- Explain the value proposition for customer success                             <ul style="list-style-type: none"> <li>• Vendor</li> </ul> </li> </ul>

Section	Weight	Objectives
		<ul style="list-style-type: none"> <li>• Customer</li> <li>- Explain different IT purchasing and consumption models</li> <li>• Software licensing</li> <li>• Service subscriptions</li> <li>• Enterprise agreements</li> <li>• CapEx vs OpEx</li> <li>- Identify the key metrics for customer success               <ul style="list-style-type: none"> <li>• Leading indicators</li> <li>• Lagging indicators</li> </ul> </li> <li>- Explain the financial implication of the following metrics               <ul style="list-style-type: none"> <li>• Churn</li> <li>• Expand</li> <li>• Renewal (MRR, ATR, LTV, ACV)</li> </ul> </li> <li>- Describe customer engagement models based on customer segmentation               <ul style="list-style-type: none"> <li>• High touch</li> <li>• Virtual touch</li> <li>• Digital touch</li> </ul> </li> <li>- Describe the objectives of the Customer Success Manager</li> </ul>
Success Plan Creation	25%	<ul style="list-style-type: none"> <li>- Identify the product or solution purchased</li> <li>- Identify key stakeholder roles</li> <li>- Validate the desired business outcome based on information obtained from key stakeholders</li> <li>- Identify critical success factors to connect to business outcomes</li> <li>- Analyze the account baseline to identify gaps               <ul style="list-style-type: none"> <li>• Tools</li> <li>• Process</li> <li>• People</li> </ul> </li> <li>- Analyze a customer health score</li> </ul>

Section	Weight	Objectives
		<ul style="list-style-type: none"> <li>• Product Usage</li> <li>• Product Quality</li> <li>• Customer Sentiment</li> <li>• Customer Financials</li> </ul> <p>- Describe the common elements of a customer success plan</p> <p>- Explain the purpose of targeted use cases</p> <p>- Identify the individuals and responsibilities within a RACI</p> <p>- Explain how outcomes, Key Performance Indicators (KPI) and metrics contribute to customer value achievement</p>
Barrier Management	25%	<p>- Barrier Management</p> <p>- Identify types of customer barriers</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Operational</li> <li>• Technical</li> <li>• Corporate Culture</li> </ul> <p>- Describe sources used to identify customer barriers</p> <ul style="list-style-type: none"> <li>• Tools (telemetry, consumption data)</li> <li>• Process</li> <li>• People</li> </ul> <p>- Identify customer barriers</p> <ul style="list-style-type: none"> <li>• Observation</li> <li>• Conversation</li> <li>• Data</li> </ul> <p>- Identify actions that impact time to value for common customer barriers</p> <ul style="list-style-type: none"> <li>• Stalled or prolonged implementation</li> <li>• Loss of a project sponsor</li> <li>• Lack of product features</li> <li>• Product quality or performance issues</li> <li>• Product is not the right fit for the customer</li> </ul>

Section	Weight	Objectives
Customer Success Management	20%	<ul style="list-style-type: none"> <li>- Explain the elements of customer onboarding               <ul style="list-style-type: none"> <li>• Deployment planning</li> <li>• Priority success focus</li> <li>• Timeline to value</li> <li>• Feature matrix utilization</li> </ul> </li> <li>- Explain the purpose of essential customer management activities               <ul style="list-style-type: none"> <li>• Customer and industry observations</li> <li>• Customer conversations and interactions</li> <li>• Account data and scoreboard review</li> <li>• Capturing moments of success</li> <li>• Success Plan review</li> </ul> </li> <li>- Explain communication needs of stakeholders               <ul style="list-style-type: none"> <li>• Customer Executive</li> <li>• Account Manager</li> <li>• Customer User</li> <li>• Services</li> <li>• Business Unit</li> </ul> </li> <li>- Describe the Quarterly Success Review process</li> <li>- Identify outcomes from a Quarterly Success Review</li> <li>- Identify opportunities for customers to act as advocates</li> </ul>
Expand Opportunities and Renewal	15%	<ul style="list-style-type: none"> <li>- Describe types of expand opportunities               <ul style="list-style-type: none"> <li>• Additional features</li> <li>• New use cases</li> <li>• Additional User groups</li> <li>• New solutions</li> <li>• Change management services</li> </ul> </li> <li>- Identify potential expansion opportunities across the customer lifecycle from a customer success plan</li> <li>- Create an adoption campaign to identify expand opportunities</li> <li>- Update customer success plan with expand opportunities</li> </ul>

Section	Weight	Objectives
		- Explain the elements of a renewal risk analysis - Create mitigation plans that address risk factors

## Broaden Your Knowledge with Cisco 820-605 Sample Questions:

### Question: 1

What are two barriers of adoption in an organization?

(Choose two.)

- a) new product sales motion
- b) lack of knowledge on solution
- c) organizational announcements
- d) implementation issues
- e) hiring practices

**Answer: b, d**

### Question: 2

Why should a customer's success be documented?

- a) to establish KPIs that measure success
- b) to document roles and responsibilities for project management
- c) to provide awareness of the value achieved by the solution
- d) to provide expansion opportunities for the sales team

**Answer: a**

### Question: 3

From a Customer Success perspective, why should the customer's health be monitored?

- a) to provide the opportunity to address any changes in the customer's experience around the solution
- b) to identify unused licenses so they can be addressed via a service improvement plan
- c) to directly enable renewals
- d) to give the customer valuable insight so they can automatically renew critical services on time

**Answer: d**

**Question: 4**

Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

- a) increase in new subscribers or increase in end users
- b) number of incidents reported or number of compliance issues
- c) reduction in headcount or operational support costs
- d) customer and employee feedback
- e) number of activities completed or increase in direct time

**Answer: e**

**Question: 5**

What is Quarterly Success Review?

- a) technical analysis that outlines the implementation plan and adoption barriers.
- b) a conversation that outlines 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: c**

**Question: 6**

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

- a) Provide the customer with a chargeable deployment service
- b) Re-enforce the time to value of the solution
- c) Give the customer a discount on a future purchase
- d) Suggest that the customer replace their existing staff

**Answer: b**

**Question: 7**

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

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

**Answer: c****Question: 8**

Which action should be taken to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- a) Provide training content to address current and existing barriers.
- b) Provide a detailed cost structure for the management team.
- c) Provide break-fix support for technical problems experienced or observed by the customer.
- d) Provide direct and in-depth technical expertise upon customer request.

**Answer: d****Question: 9**

On which two objectives should communication with customer executives focus?

(Choose two)

- a) time to value
- b) user training
- c) new sales
- d) return on investment
- e) product improvement

**Answer: a, d****Question: 10**

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

**Answer: c**

## Avail the Study Guide to Pass Cisco 820-605 Cisco Customer Success Manager Exam:

- Find out about the 820-605 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [820-605 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the 820-605 training. Joining the Cisco provided training for 820-605 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [820-605 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. 820-605 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

## Career Benefits:

Passing the 820-605 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

## Here Is the Trusted Practice Test for the 820-605 Certification

NWExam.com is here with all the necessary details regarding the 820-605 exam. We provide authentic practice tests for the 820-605 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on NWExam.com for rigorous, unlimited two-month attempts on the [820-605 practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Cisco Customer Success Manager Specialist.

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