



CISCO 820-605 CSM STUDY GUIDE PDF

Cisco Customer Success Manager Certification Questions & Answers

[Details of the Exam-Syllabus-Questions](#)

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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Get an Overview of the 820-605 CSM Certification:

Who should take the [820-605 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Customer Success Manager certification. The 820-605 certification is suitable for candidates who are keen to earn knowledge on the Customer Success and grab their Cisco Customer Success Manager Specialist. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But 820-605 CSM study guide PDF is here to solve the problem. 820-605 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Cisco 820-605 Certification?

There are several reasons why one should grab the 820-605 certification.

- The Customer Success Manager certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Cisco Customer Success Manager Specialist](#) is a powerful qualification for a prosperous career.

What Is the Cisco 820-605 Customer Success Manager Certification Exam Structure?

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	Cisco Customer Success Manager (DTCSM) v2.1
Exam Registration	PEARSON VUE
Sample Questions	Cisco 820-605 Sample Questions

Practice Exam

[Cisco Customer Success Manager Specialist Practice Test](#)

Enhance Knowledge with 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

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: 4

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

Question: 5

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: 6

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: 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 customer's deployment teams and end users are trained and ready to adopt the technology

Answer: c

Question: 8

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: 9

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: 10

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

What Study Guide Works Best in Acing the Cisco 820-605 Customer Success Manager Certification?

The 820-605 CSM study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Customer Success Manager exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Cisco 820-605 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Cisco 820-605 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, 820-605 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven 820-605 Practice Test for Success!!!

Do you want to pass the 820-605 exam on your first attempt? Stop worrying; we, NWExam.com are here to provide you the best experience during your Cisco Customer Success Manager preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [820-605 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.