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Exam : 820-605

**Title : Cisco Customer Success
Manager**

Version : DEMO

1.A services-led security deal is about to close, but the customer and partner still have different views about who will handle monitoring tasks after deployment.

Which document should the CSM use to clarify ownership before delivery begins?

- A. Customer Health Score
- B. Adoption Accountability Plan
- C. True Forward Report
- D. Quarterly Success Review

Answer: B

2.A global customer has high annual recurring value, multiple stakeholders, and a complex adoption path with customized planning needs.

Which engagement model is appropriate?

- A. high-touch
- B. digital-touch
- C. scale-touch
- D. mid-touch

Answer: A

3.Drag and drop the lifecycle activity on the left onto the corresponding LAER stage on the right.

Identify additional use cases and new opportunities after initial value realization	Land
Validate sustained business value and customer health ahead of contract continuation	Adopt
Define success criteria and measurable outcomes prior to the initial transaction	Expand
Guide customer onboarding and remove adoption barriers to drive solution usage	Renew

Answer:

Identify additional use cases and new opportunities after initial value realization	Define success criteria and measurable outcomes prior to the initial transaction
Validate sustained business value and customer health ahead of contract continuation	Guide customer onboarding and remove adoption barriers to drive solution usage
Define success criteria and measurable outcomes prior to the initial transaction	Identify additional use cases and new opportunities after initial value realization
Guide customer onboarding and remove adoption barriers to drive solution usage	Validate sustained business value and customer health ahead of contract continuation

4. In EAWS, the CSM sees 100% entitlement for a suite but 0% consumption.

What does this data indicate?

- A. The customer is deferring the software deployment until the annual True Forward event.
- B. The customer is currently out of compliance and requires a retroactive billing adjustment.
- C. The customer is restricting telemetry access, preventing the workspace from measuring actual consumption.
- D. The customers experiencing a critical adoption gap that requires immediate CSM intervention.

Answer: D

5. A CSM is building an internal business case for expansion.

Which two data points validate this opportunity? (Choose two.)

- A. Documented KPI results demonstrating that the initial deployment delivered measurable business value.
- B. Platform telemetry data indicating that the customer is ready for broader software use.
- C. Historical pre-sales discount tiers applied to the foundational enterprise agreement.
- D. Aggregated technical support metrics detailing the cases resolved during the onboarding phase.
- E. Upcoming product end-of-life announcements detailing the timeline for a mandatory hardware refresh.

Answer: AB