

# **T**estpassport**Q&A**



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**H i g h e r   Q u a l i t y**

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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**