

Cisco 820-605 Exam Preparation 2026

Cisco 820-605 2026. Customer Success Manager: lifecycle management, adoption, and risk analysis.

[IT Certifications](#) Instructor: Jason Miller • 5 sections • 45 lessons • 13.75h total

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About this course

Preparing for the Cisco 820-605 exam can feel overwhelming with so many topics to cover. This course cuts through the noise and focuses on the real skills you need for the Customer Success Manager certification in 2026. We build a foundation with practical knowledge you can apply on the job.

You will get a step-by-step guide through the key exam domains, including lifecycle management, adoption strategies, and risk analysis. We use real case studies, practical exercises, and clear explanations.

Course curriculum

Foundations and Exam Strategy

- **Understanding the 820-605 Exam Blueprint (14m)**
We break down the official exam topics so you know exactly what to focus on. Includes a downloadable study plan template.
- **The Customer Success Manager Role Explained (12m)**
Learn the core responsibilities of a CSM in a Cisco context and how this role drives business outcomes.
- **Key Terminology: Success vs. Support vs. Sales (18m)**
A real case study analysis to clarify the differences and overlaps between these critical functions.
- **Building Your 2026 Study Plan (9m)**
A step-by-step guide to creating a realistic study schedule that works around your job.
- **How to Approach Scenario-Based Questions (16m)**
Learn a simple framework for deconstructing complex scenarios and identifying the best solution.
- **Common Pitfalls and How to Avoid Them (11m)**
A problem-solving session covering the most common mistakes candidates make during preparation.
- **Setting Up Your Practice Environment (8m)**
Tips on using Cisco's learning resources and setting up mock exams for effective practice.

The Customer Success Lifecycle

- **Mapping the Customer Journey: Onboarding (22m)**
Learn the critical steps for a successful onboarding phase. Includes a checklist template.
- **Driving Adoption: The First 90 Days (25m)**
We'll show you how to create an adoption plan that ensures customers get value from their Cisco solutions.
- **Identifying and Qualifying Expansion Opportunities (19m)**
A practical guide to spotting signals for growth and how to collaborate with the sales team.
- **The Renewal Process: A Proactive Approach (21m)**
Real-world cases on how to manage renewals by demonstrating ongoing value and mitigating risk.
- **Conducting Effective Business Reviews (QBRs) (28m)**
A step-by-step guide to preparing for and running a compelling Quarterly Business Review.
- **Customer Health Scoring Explained (15m)**
Learn the metrics and qualitative factors that go into building a reliable customer health score.
- **Managing Customer Expectations (17m)**
Techniques for aligning customer goals with technical capabilities and business outcomes.
- **Navigating the Post-Sales Handoff (13m)**
A problem-solving session on ensuring a smooth transition from sales to customer success.
- **The Customer Success Plan: A Living Document (20m)**
How to create and maintain a shared success plan with your customer stakeholders.

- **Closing the Loop: Feedback and Iteration (12m)**
Learn how to gather feedback and use it to refine your customer success strategy.

Technology Adoption and Value Realization

- **Cisco's Adoption Framework: A Deep Dive (24m)**
Understand the core principles of Cisco's adoption framework and how to apply it in real projects.
- **Aligning Technology with Business Outcomes (26m)**
A real case study analysis on connecting specific Cisco solutions to customer ROI.
- **Identifying and Overcoming Adoption Barriers (18m)**
Learn how to diagnose common roadblocks and create a plan to get users back on track.
- **Utilizing Cisco Success Plans and Playbooks (15m)**
We'll explore the standard tools and templates Cisco provides to guide your efforts.
- **Measuring Value: From Usage to Impact (23m)**
A step-by-step guide to moving beyond simple usage metrics to demonstrate true business impact.
- **The Role of Champions and Executive Sponsors (17m)**
Strategies for identifying and empowering key stakeholders to drive adoption internally.
- **Running a Technical Enablement Workshop (29m)**
A practical session on planning and executing effective training for your customer's technical teams.
- **Troubleshooting Adoption Issues: A Systematic Approach (25m)**
A problem-solving framework for when adoption stalls and you need to find the root cause.

Risk Management and Mitigation

- **Defining and Identifying Customer Risk (16m)**
Learn the key indicators of churn risk, including technical, business, and relationship factors.
- **Building a Proactive Risk Mitigation Plan (21m)**
A step-by-step guide to creating a plan that addresses risks before they become critical.
- **Analyzing Customer Usage Data for Red Flags (19m)**
How to interpret dashboards and reports to spot declining engagement early.
- **The Art of the 'Save': A Real-World Scenario (32m)**
A deep dive into a complex customer situation where a save plan was successfully executed.
- **Communicating Risk Internally and Externally (14m)**
Best practices for escalating issues and collaborating with support and sales on a save strategy.
- **When to Escalate: A Decision Framework (11m)**
Learn the clear triggers for escalating a risk to management or executive sponsors.
- **Leveraging Cisco Support and Services (18m)**
How to effectively use Cisco's TAC and Advanced Services to help mitigate customer risk.
- **Documenting Risk in Salesforce (10m)**
A quick guide to accurately logging risk factors and mitigation actions in your CRM.

Advanced Application and Final Prep

- **Putting It All Together: A Full Customer Lifecycle Simulation (35m)**
A comprehensive walkthrough of a customer journey from onboarding to renewal, applying all concepts.

- **Cross-Functional Collaboration (20m)**
Learn how to effectively work with sales, engineering, and support to deliver a unified customer experience.
- **Advanced Scenario Walkthrough: The 'At-Risk' Enterprise (28m)**
A detailed analysis of a complex, multi-faceted risk scenario and the steps to resolve it.
- **Developing Your Personal CSM Playbook (17m)**
A practical exercise to build your own set of best practices and templates for future use.
- **Final Exam Review: Key Concepts Checklist (15m)**
A rapid-fire review of the most critical terms and frameworks you need to know for the exam.
- **Practice Exam Strategy and Debrief (22m)**
How to take a practice exam, analyze your results, and focus your final study efforts.
- **Time Management During the Exam (9m)**
Proven tips for pacing yourself to ensure you have time for every question.
- **What to Expect on Exam Day (8m)**
A checklist for the day before and the day of your exam to reduce anxiety and stay focused.
- **Beyond the Certification: Your First 90 Days as a CSM (26m)**
Actionable advice on how to apply your new knowledge on the job and continue your professional growth.
- **Course Wrap-Up and Next Steps (7m)**
A brief summary of the course and recommendations for further learning and community resources.
- **Bonus: Common Interview Questions for CSM Roles (23m)**
A problem-solving session on how to answer common customer success interview questions with real examples.
- **Bonus: Using AI Tools for CSM Efficiency (13m)**
A quick guide on leveraging modern AI tools to summarize meetings and draft success plans.

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