Vendor: Cisco

Exam Code:700-805

Exam Name: Cisco Renewals Manager (CRM)

Version: Demo

QUESTION 1

Which service offering assists the customer in preparing for emerging industry trends?

A. Training

B. Trending Technical

C. Advisory

D. Managed

Correct Answer: B

QUESTION 2

What is the primary customer value of the Cisco Services Portfolio?

A. Services priced based on usage

B. Services packages tailored to specific customer needs

C. Customers can develop their own service offerings

D. On-call, 24/7 service technicians at all levels

Correct Answer: B

QUESTION 3

Which steps to develop a renewal quote are valid?

A. Identify the barriers to adoption, Ensure the customers is using the solution, Work with the Account Manager to create a Quote.

B. Identify the Item store new, Verify the Discounts, Confirm the Shipping address, Verify the Billing entity.

C. Ask the customer for Renewal data, Evaluate new requirement, Quote new services.

D. Position the new technology, create a Quote, Order the Quote.

Correct Answer: C

QUESTION 4

Which success indicator for a Renewals Manager is valid?

A. increased deployment of licenses

B. stabilized customer satisfaction scores

C. new product introductions

D. on-time renewal

Correct Answer: B

QUESTION 5

Which licensing model represents the highest value?

A. Transactional

B. Subscription

C. Pay as you go

D. Enterprise Agreements

Correct Answer: D

QUESTION 6

Which statement best summarizes the intended outcome of the Success Plan?

A. development of a customer-centric view for achieving value from their portfolio

B. provide scheduling for resolving customer qual y issues

C. generate financial data that indicates a customer\\'s propensity to renew

D. grow incremental annual recurring revenue

Correct Answer: C

QUESTION 7

What is the key implication on-time renewals have for an IT provider company?

A. incentives will be paid

B. improved customer satisfaction

C. no major impact if sales are on plan

D. recurring business is preserved

Correct Answer: B

QUESTION 8

What does iARR measure?

A. our ability to monitor product utilization, and financial growth collectively

B. our ability to increase renewal rates through pricing controls

C. our ability to expand upon existing customer value

D. our ability to internally align renewable resources

Correct Answer: C

QUESTION 9

What does TPV mean?

A. Total Product Value

B. Total Partner View

C. Telepresence Value

D. Total Partner Value

Correct Answer: B

QUESTION 10

Which action should a Renewals Manager take first?

A. Assign an RS to priority accounts

B. Meet and confirm the AM, CSS, CSM and their resources

C. Meet the customer and perform a renewals diagnosis

D. Download contract data and develop a renewals strategy

Correct Answer: B

QUESTION 11

Which task is the responsibility of the Renewals Manager?

A. billing recurring revenue contracts

B. managing recurring revenue risk

C. driving adoption of specific technologies

D. managing the Success Plan

Correct Answer: D

QUESTION 12

Which statement is the most accurate description of the Health Index?

A. a tool for service providers to determine what stage of the lifecycle to offering training solutions

B. an ongoing measurement of customer sentiment

C. a measurement tool for resolving specific product quality issues and adoption barriers

D. an ongoing measurement of several key customer health indicators

Correct Answer: C