700-805 ^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

Which statement best describes the Success Plan?

A. a document capturing a comprehensive view of all customer health scores

B. a tool for report ng actions to management

C. a shareable document that captures all account activities

D. the blueprint for account teams to achieve customer success

Correct Answer: A

QUESTION 2

How does Cisco define AT R?

A. Contracts/subscriptions that are available to renew.

B. ATR is the sum of RR and iARR, minus the attrition rate.

C. Any customer agreement where attrition has been an issue.

D. Contracts/subscriptions that have attrition terms revoked.

Correct Answer: A

QUESTION 3

Which services are contained in the CX portfolio?

A. Support Services, Business Critical Services, Professional Services and Managed Services

B. Support Services, Business Critical Services and Professional Services

C. Support Services and Business Critical Services

D. Support Services, Business Critical Services, Professional Services, Managed Services, and Learning Services

Correct Answer: D

QUESTION 4

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 5

Which two factors drive subscription value for customers? (Choose two)

A. up to date security protection

B. bundling of software and hardware

C. freeware offers

D. training access

E. continuous access to innovation

Correct Answer: C

QUESTION 6

Which area of the Success Plan is the Renewal Manager responsible?

A. Barriers Predicted

B. Solution Renewal

C. Adoption Barriers Overcome

D. Success Plan Hypothesis

Correct Answer: D

QUESTION 7

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 8

How does Cisco define Business Critical Services?

A. subscription-based services covering the lifecycle of a technology

B. Pay-as-you-go, services covering business-critical functions

C. hardware replacement

D. Pay-as-you-go, technology-based services

Correct Answer: A

QUESTION 9

Which statement regarding which tools can be added as value to customer and partners is invalid?

A. Adopt on Scores which provide insight into how well customers are utilizing service and software they purchase

B. help manage Discounts for Quoting

C. gain insight into new and unique business prospects for your customers and expand sales potential

D. Trusted Data Source for Hardware Refresh and Software renewal insights

Correct Answer: C

QUESTION 10

What is the ATR on a $10, 000oneyearrecuring revenue contract?

A. $10,000

B. 10% of $10,000

C. $10,000 divided by 12

D. $1,200

Correct Answer: C

QUESTION 11

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 12

What support should an RM take from the CSM?

A. Communicate new greenfield opportunities.

B. Communicate value and the impact of Cisco solutions.

C. Book customer-service briefings.

D. Oversee the closure of contracts.

Correct Answer: B

QUESTION 13

Which business benefit of on-time renewals on Cisco products and services is valid?

A. ability to ensure that our TAC cases get priority over others

B. exclusive relationship with the customer

C. access to training programs and material

D. rebates and discounts from Cisco

Correct Answer: A

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