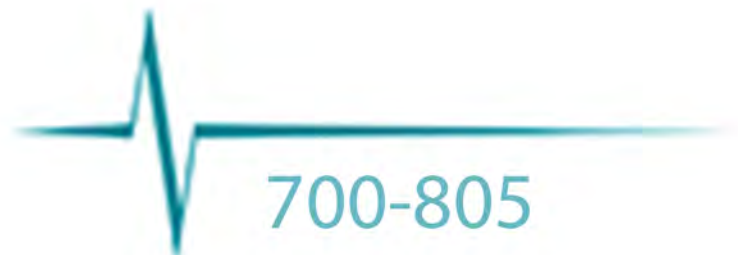


Practice Exam Questions



Cisco Renewals Manager (CRM)



EXAMKILLER

Help Pass Your Exam At First Try

Cisco

Exam 700-805

Cisco Renewals Manager (700-805 CRM)

Version: 4.0

[Total Questions: 50]

Question No : 1

Which case represents a risk of renewal where a mitigation analysis will help obtain a more desired outcome?

- A.** The adoption rate is 50% under the expected level and the plan is six months before the expiration date.
- B.** There are no open incidents 30 days before renewal dates.
- C.** Customer is willing to subscribe to a recommendation case to be publicly communicated.
- D.** The health index of a customer is over expected targets with no red flags.

Answer: A

Question No : 2

What does TPV mean?

- A.** Total Product Value
- B.** Total Partner View
- C.** Telepresence Value
- D.** Total Partner Value

Answer: B

Question No : 3

When renewing a contract with a customer, which action is important?

- A.** Start discussions once the contract has expired.
- B.** Validate customers business needs.
- C.** Do not offer any financing solutions.
- D.** Propose only the most important part of the solution.

Answer: A

Question No : 4

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

Answer: D

Question No : 5

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.

Answer: C

Question No : 6

Which two actions can a partner or customer perform within CCW-R? (Choose two.)

- A. set up billing
- B. download hardware, software and services datasheets
- C. change Customer Address
- D. view and manage their contracts
- E. order new services

Answer: C,D

Question No : 7

Which strategy for successful renewal of service contracts calls for discussing changes in the network and identifying any uncovered add ons to the network?

- A. validate the customer's business needs
- B. focus on benefits

- C. lock in revenue streams through co-termination
- D. explore up sell opportunities

Answer: D

Question No : 8

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

- A. Training
- B. Trending Technical
- C. Advisory
- D. Managed

Answer: B

Question No : 9

What is the Cisco definition of a Reusable Non-Standard Discount (RNSD)?

- A. A discount applied to Cisco products and/or service list pricing and for a continual or ongoing basis.
- B. A limited time discount applied to Cisco products and/or services.
- C. A priority discount applied to third-party products for perpetuity.
- D. A discount applied to refurbished or reused Cisco hardware that includes service contracts.

Answer: B

Question No : 10

Which task should a Renewals Manager perform during the Prospect phase?

- A. Risk Assessment
- B. Risk Mitigation
- C. Review new opportunities
- D. Terms negotiation

Answer: C

Question No : 11

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

Answer: D

Question No : 12

Which statement best describes the Success Plan?

- A. a document capturing a comprehensive view of all customer health scores
- B. a tool for reporting actions to management
- C. a shareable document that captures all account activities
- D. the blueprint for account teams to achieve customer success

Answer: A

Question No : 13

Which three financial metrics are critical in renewing subscriptions? (Choose three.)

- A. net new sales
- B. annual recurring revenue
- C. close rate
- D. training costs
- E. renewal rate

Answer: B,D,E

Question No : 14