Vendor: Cisco

Exam Code:700-805

Exam Name: Cisco Renewals Manager (CRM)

Version: Demo

QUESTION 1

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

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

What does TPV mean?

A. Total Product Value

B. Total Partner View

C. Telepresence Value

D. Total Partner Value

Correct Answer: B

QUESTION 4

Which approach should be applied when renewing a quote?

A. Product led approach

B. Solutions led approach

C. Reward led approach

D. Concerns led approach

Correct Answer: C

QUESTION 5

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 6

Who do Renewals Managers (RMs) work with?

A. RMs work with account managers to drive ongoing revenue risk assessments and plays.

B. RMs work with pre-sales engineers and build customer solutions.

C. RMs work by themselves to develop a high level view customer requirements and objectives.

D. RMs work with service delivery teams and monitor engagements.

Correct Answer: D

QUESTION 7

Which of the Cisco Security product offerings focuses on identifying abnormal or suspicious network behaviors?

A. Meraki

B. Stealth watch

C. Tetration

D. App Dynamics

Correct Answer: B

QUESTION 8

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

Correct Answer: D

QUESTION 9

Which is the first step in a solutions-led sales approach?

A. present quote to customer

B. examine previous purchases

C. identify the latest technology release

D. understand the customer\\'s objectives

Correct Answer: C

QUESTION 10

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 11

Which action can a Renewals Manager take to drive value in the account?

A. Removing adopt on barriers.

B. Def ne the account forecast.

C. Manage and mitigate renewal risk.

D. Align partners on training.

Correct Answer: C

QUESTION 12

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.

Correct Answer: A