

700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

What is the primary measurement of success for a Renewals Manager?

- A. upsell percentage
- B. percentage of contracts closed
- C. renewal success rate
- D. iARR rate

Correct Answer: C

QUESTION 2

Which critical task must be performed during the Qualification phase?

- A. validate customer inventory
- B. develop a Success Plan
- C. quote delivery
- D. Renewal Plan development

Correct Answer: A

QUESTION 3

Which statement best describes an Accelerator?

- A. An on-call service for customer support
- B. A one-on-one deep dive on network issues
- C. A one-on-one coaching engagement covering specific use cases
- D. A hosted one-to-many educational webinar with live expert Q and A

Correct Answer: D

QUESTION 4

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 quality issues

- C. generate financial data that indicates a customer's propensity to renew
- D. grow incremental annual recurring revenue

Correct Answer: C

QUESTION 5

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

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