

700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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 2

Which discussion point helps up sell a customer?

- A. Focus on what the customer already has covered on the network.
- B. Discuss changes in the network and identify any uncovered additions to the network.
- C. Focus on how much it will cost the customer.
- D. Discuss your prior ties and why you need the sale.

Correct Answer: D

QUESTION 3

Which service offering helps define the customer's IT vision and strategy?

- A. Support
- B. Advisory
- C. Optimization
- D. Training

Correct Answer: B

QUESTION 4

Which licensing model represents the highest value?

- A. Transactional
- B. Subscription

- C. Pay as you go
- D. Enterprise Agreements

Correct Answer: D

QUESTION 5

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

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