

700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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 2

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

QUESTION 3

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

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

Correct Answer: C

QUESTION 4

An important Cisco customer has a large number of individual licenses for Cisco One in Enterprise Networking and engages many Webex users. The customer has expressed the intention to grow both groups and needs a compelling and simplified proposal.

Which Cisco offer represents the best value for the customer?

- A. Propose to migrate to perpetual model.
- B. Suggest as implied discount DSA with the total of licenses from each product Cisco One and Webex.
- C. Ask Cisco team to engage into a Smart Account or Enterprise Agreement and propose a creation of a Customer Success Plan.
- D. Prepare a Partner Branded Managed Service deal.

Correct Answer: C

QUESTION 5

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

Correct Answer: BDE

QUESTION 6

What is the future state goal of licensing at Cisco?

- A. Smart License
- B. Standby License
- C. Classic PAK
- D. Right to use

Correct Answer: A

QUESTION 7

Which licensing model represents the highest value?

- A. Transactional
- B. Subscription
- C. Pay as you go

D. Enterprise Agreements

Correct Answer: D

QUESTION 8

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 9

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 10

Which success indicator for a Renewals Manager is valid?

- A. increased deployment of licenses
- B. stabilized customer satisfaction scores
- C. new product introductions
- D. on-time renewal

Correct Answer: B