

700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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 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 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

QUESTION 4

How does Cisco define Business Critical Services?

- A. subscription-based services covering the lifecycle of a technology
- B. Pay-as-you-go, services covering business-critical functions

- C. hardware replacement
- D. Pay-as-you-go, technology-based services

Correct Answer: A

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

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 7

Which group of products are enterprise networking products?

- A. WAN, LAN, Wireless
- B. Routing, Switching, Access Points
- C. iWAN, Viptela, Meraki
- D. Salesforce, Box, AWS

Correct Answer: C

QUESTION 8

Which licensing model represents the highest value?

- A. Transactional
- B. Subscription
- C. Pay as you go
- D. Enterprise Agreements

Correct Answer: D

QUESTION 9

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 10

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.

Correct Answer: B

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