



Vendor: Cisco

Exam Code: 700-805

Exam Name: Cisco Renewals Manager (CRM)

Version: DEMO

QUESTION 1

Which action can a renewals manager take to drive value in the account?

- A. align partners on training
- B. define the account forecast
- C. manage and mitigate renewal riskcorrect
- D. removing adoption barriers

Answer: C

QUESTION 2

Which service offering assists the customer in preparing for emerging industry trends?

- A. Trending Technicalcorrect
- B. Advisory
- C. Managed
- D. Training

Answer: A

QUESTION 3

Which success indicator for a Renewals manager is valid?

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

Answer: C

QUESTION 4

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

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

Answer: D

QUESTION 5

when renewing a contract with a customer, which action is important?

- A. start discussions once the contract has expired
- B. propose only the most important part of the solution
- C. validate customers business needs.correct
- D. do not offer any financing solutions.

Answer: C

QUESTION 6

Which statement regarding which tools can be added as value to customer and partners is invalid?

- A. adoption scores which provide insight into how well customers are utilizing service and software they purchase
- B. Trusted Data Source for Hardware Refresh and Software renewal insights help manage Discounts for Quoting
- C. gain insight into new and unique business prospects for your customers and expand sales potentialcorrect

Answer: C

QUESTION 7

Which action should a Renewals manager take first?

- A. meet and confirm the am, css, csm and their resourcescorrect
- B. meet the customer and perform a renewals diagnosis
- C. assign an RS to priority accounts
- D. download contract data and develop a renewals strategy

Answer: A

QUESTION 8

Which statement best describes the success plan?

- A. the blueprint for account teams to achieve customer successcorrect
- B. a tool for reporting actions to management
- C. a shareable document that captures all account activities
- D. a document capturing a comprehensive view of all customer health scores

Answer: A

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