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## Cisco Renewals Manager (700-805 CRM)

Cisco 700-805

Version Demo

Total Demo Questions: 7

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## QUESTION NO: 1

Which statement best describes an Ask the Expert session?

- A. A pre-recorded webinar from an expert
- B. A hosted educational webinar with live expert Q and A
- C. A 24-7 phone line providing expert advice
- D. A one on one coaching engagement covering specific use cases

**ANSWER: D**

## QUESTION NO: 2

Which two factors drive subscription value for customers? (Choose two)

- A. up to date security protection
- B. bundling of software and hardware
- C. freeware offers
- D. training access
- E. continuous access to innovation

**ANSWER: C**

## QUESTION NO: 3

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

**ANSWER: B D E**

## QUESTION NO: 4

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

**ANSWER: B**

## QUESTION NO: 5

Which strategy for successful renewal of service contracts calls for discussing changes in the network and identifying any uncovered add tons to the network?

- A. validate the customer's business needs
- B. focus on benefits
- C. lock in revenue streams through co-termination
- D. explore up sell opportunities

**ANSWER: D**

## QUESTION NO: 6

Which case represents a risk of renewal where a mitigation analysis will help obtain a more desired outcome?

- A. The adoption rate is 50% under the expected level and the plan is six months before the expiration date.
- B. There are no open incidents 30 days before renewal dates.
- C. Customer is willing to subscribe to a recommendation case to be publicly communicated.
- D. The health index of a customer is over expected targets with no red flags.

**ANSWER: A**

## QUESTION NO: 7

Which two actions can a partner or customer perform within CCW-R? (Choose two.)

- A. set up billing

- B. download hardware, software and services datasheets
- C. change Customer Address
- D. view and manage their contracts
- E. order new services

**ANSWER: C D**