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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