



Cisco

Exam Questions 700-805

Cisco Renewals Manager

NEW QUESTION 1

How does a Renewals Manager work with a Customer Success Manager and other Customer Success roles?

- A. by delegating all tasks to them
- B. by overseeing the team's performance and providing feedback
- C. by collaborating to understand customer goals and satisfaction
- D. by ensuring everyone works in clear silos with minimal interaction

Answer: C

NEW 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

Answer: D

NEW QUESTION 3

A customer has many a la carte Enterprise Networking licenses and many Webex users. The customer wants to grow both groups and needs a compelling and simplified proposal. Which Cisco offer should be suggested to the customer?

- A. provide a discount for Enterprise Networking and Webex licenses
- B. propose to migrate to a perpetual model
- C. prepare a partner-branded managed service deal
- D. position an Enterprise Agreement

Answer: D

NEW QUESTION 4

What is the ATR on a \$10,000, one-year, recurring-revenue contract? (Choose the best answer.)

- A. \$1,200
- B. \$10,000 divided by 12
- C. \$10,000
- D. 10% of \$10,000

Answer: B

NEW QUESTION 5

What is the first recommended action for a Renewals Manager?

- A. Meet the customer and perform a renewals diagnosis.
- B. Schedule a meeting with the customer to negotiate contract terms.
- C. Review the customer history and goals with Cisco and partner resources.
- D. Download contract data and independently develop a renewals strategy.

Answer: C

NEW QUESTION 6

During which activity of the renewal process would an RM provide an appropriate co- termination timeframe and gain required internal approvals?

- A. deal strategy
- B. billing
- C. proposal build
- D. quote delivery

Answer: C

NEW QUESTION 7

What is the main purpose of CCW-R?

- A. to factor customer ATR, up sell and attrition
- B. to allow customers and partners to download renewal data
- C. to allow customers and partner store new software subscriptions and service contracts from one tool
- D. to capture partner and customer billing preferences

Answer: C

Explanation:

CCW-R stands for Cisco Commerce Software Subscriptions and Services, which is a tool that allows customers and partners to quote, order, and manage their service contracts and software subscriptions from one place. CCW-R enables users to create new or renew technical services and software subscription quotes,

submit approved orders, and manage their contracts. CCW-R also provides features such as co-terming, contract alignment, service level changes, and deal discounts. CCW-R is designed to simplify the renewal process and enhance the customer experience

NEW QUESTION 8

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

Answer: A

NEW QUESTION 9

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

NEW QUESTION 10

What does the Customer Experience Lifecycle approach enable partners to do?

- A. eliminate all problems
- B. deliver customer business outcomes
- C. provide technical support
- D. guarantee an upsell

Answer: B

NEW QUESTION 10

Which statement best describes an Accelerator?

- A. An on-call service for customer support
- B. A one-on-one deep dive on network issues
- C. A one-on-one coaching engagement covering specific use cases
- D. A hosted one-to-many educational webinar with live expert Q and A

Answer: C

NEW QUESTION 12

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

- A. Start discussions once the contract has expired.
- B. Validate customers business needs.
- C. Do not offer any financing solutions.
- D. Propose only the most important part of the solution.

Answer: B

Explanation:

When renewing a contract with a customer, it is important to validate their business needs and ensure that the current solution is still meeting their expectations and goals. By validating their business needs, you can demonstrate your understanding of their situation, identify any gaps or challenges they are facing, and propose any improvements or enhancements that can add value to their experience. Validating their business needs can also help you build trust and loyalty with the customer, as well as uncover any opportunities for upselling or cross-selling additional products or services that can benefit them.

NEW QUESTION 15

What is the ideal licensing option?

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

Answer: B

NEW QUESTION 16

Which services are contained in the CX portfolio?

- A. Support Services, Business Critical Services, Professional Services and Managed Services
- B. Support Services, Business Critical Services and Professional Services
- C. Support Services and Business Critical Services

D. Support Services, Business Critical Services, Professional Services, Managed Services, and Learning Services

Answer: D

NEW QUESTION 17

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.

Answer: B

Explanation:

Communicate value and the impact of Cisco solutions to the customer
Help the customer achieve their desired outcomes and realize the full potential of their investment
Provide feedback and insights on customer health, satisfaction, and adoption

NEW QUESTION 22

What is the goal of licensing at Cisco? (Choose the best answer.)

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

Answer: B

NEW QUESTION 27

Which task is the responsibility of the Renewals Manager?

- A. billing recurring revenue contracts
- B. managing recurring revenue risk
- C. driving adoption of specific technologies
- D. managing the Success Plan

Answer: B

NEW QUESTION 29

What is the role of a Renewals Manager in a Customer Success Plan?

- A. The Renewals Manager is a reactive resource to administrate the renewal process.
- B. The Renewals Manager is a salesperson acting only when a Customer Success Plan is created.
- C. The Renewals Manager collaborates proactively with Sales and the CSM to renew all recurring offers.
- D. The Renewals Manager is an administrative role acting on the insight provided by financial tools.

Answer: C

NEW QUESTION 34

What does a renewal proposal contract outline?

- A. detailed information about the resources that will support the implementation
- B. the customer's current needs, challenges, and goals
- C. the updated terms, services, and pricing options
- D. guarantee that the customer will participate in an advocacy blog post

Answer: C

NEW QUESTION 37

What is the primary measurement of success for a Renewals Manager?

- A. upsell percentage
- B. percentage of contracts closed
- C. renewal success rate
- D. iARR rate

Answer: C

NEW QUESTION 41

Which two customer values are included in an Enterprise Agreement? (Choose two.)

- A. Lifetime warranty
- B. priority services
- C. true forward

- D. on-demand deployment
- E. dedicated on-site support 24/7

Answer: CD

NEW QUESTION 42

Which business benefit of on-time renewals on Cisco products and services is valid?

- A. ability to ensure that our TAC cases get priority over others
- B. exclusive relationship with the customer
- C. access to training programs and material
- D. rebates and discounts from Cisco

Answer: D

NEW QUESTION 45

How does the Renewals Manager integrate with the sales team?

- A. by overseeing all technical support issues
- B. by collaborating on customer retention and renewal strategies
- C. by directing the overall operations of the team
- D. by handling all financial transactions

Answer: B

NEW QUESTION 49

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

- A. order new services
- B. download hardware, software and services data sheets
- C. set up billing
- D. change Customer Address
- E. view and manage their contracts

Answer: DE

NEW QUESTION 53

What are Cisco's four steps to higher renewals?

- A. Investigate, Diversify, Personalize, Initiate a strategy
- B. Analyze, Implement, Regulate, Maintain consistency
- C. Align, Simplify, Automate, Build a practice
- D. Plan, Streamline, Digitize, Establish routine

Answer: C

NEW QUESTION 56

How does a Renewals Manager drive value in a customer account?

- A. defines the account forecast
- B. aligns partners on training
- C. manages and mitigates renewal risk
- D. removes adoption barriers

Answer: C

NEW QUESTION 57

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

Explanation:

one of the strategies for successful renewal of service contracts is to explore up sell opportunities, which means:
Discussing changes in the network and identifying any uncovered additions to the network
Recommending new or upgraded products or services that can enhance customer value and outcomes
Aligning with the account team on the up sell value proposition and proposal
References:2: Cisco Renewals Manager (700-805 CRM) Practice Exam - TestPrep

NEW QUESTION 61

Which key benefit is included in the Cisco Services Partner Program (CSPP)?

- A. offers access to a comprehensive service portfolio, allowing partners to address diverse customer needs
- B. provides discounted software licensing to partners.
- C. guarantees profitability to partners regardless of their performance.
- D. provides partners with a predetermined customer base

Answer: A

NEW QUESTION 66

What is the future state goal of licensing at Cisco?

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

Answer: A

NEW QUESTION 69

What is the Customer Success Plan?

- A. document capturing a comprehensive view of all customer health scores
- B. living repository that gathers key information, action plan, health measurement and KPIs into one actionable document
- C. tool for reporting TAC cases to management
- D. internal-only document that captures all account activities

Answer: B

NEW QUESTION 73

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

700-805 Practice Exam Features:

- * 700-805 Questions and Answers Updated Frequently
- * 700-805 Practice Questions Verified by Expert Senior Certified Staff
- * 700-805 Most Realistic Questions that Guarantee you a Pass on Your First Try
- * 700-805 Practice Test Questions in Multiple Choice Formats and Updates for 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The 700-805 Practice Test Here](#)