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Cisco Renewals Manager (CRM)

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QUESTION 1

What does iARR measure?

A. our ability to monitor product utilization, and financial growth collectively

B. our ability to increase renewal rates through pricing controls

C. our ability to expand upon existing customer value

D. our ability to internally align renewable resources

Correct Answer: C

QUESTION 2

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 3

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 4

Who do Renewals Managers (RMs) work with?

A. RMs work with account managers to drive ongoing revenue risk assessments and plays.

B. RMs work with pre-sales engineers and build customer solutions.

C. RMs work by themselves to develop a high level view customer requirements and objectives.

D. RMs work with service delivery teams and monitor engagements.

Correct Answer: D

QUESTION 5

What is the key implication on-time renewals have for an IT provider company?

A. incentives will be paid

B. improved customer satisfaction

C. no major impact if sales are on plan

D. recurring business is preserved

Correct Answer: B

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