



700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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

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

Correct Answer: B

QUESTION 2

Which task should a Renewals Manager perform during the Prospect phase?

- A. Risk Assessment
- B. Risk Mitigation
- C. Review new opportunities
- D. Terms negotiation

Correct Answer: C

QUESTION 3

Which success indicator for a Renewals Manager is valid?

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

Correct Answer: B

QUESTION 4

Which statement is the most accurate description of the Health Index?

- A. a tool for service providers to determine what stage of the lifecycle to offering training solutions
- B. an ongoing measurement of customer sentiment



- C. a measurement tool for resolving specific product quality issues and adoption barriers
- D. an ongoing measurement of several key customer health indicators

Correct Answer: C

QUESTION 5

An important Cisco customer has a large number of individual licenses for Cisco One in Enterprise Networking and engages many Webex users. The customer has expressed the intention to grow both groups and needs a compelling and simplified proposal.

Which Cisco offer represents the best value for the customer?

- A. Propose to migrate to perpetual model.
- B. Suggest as implied discount DSA with the total of licenses from each product Cisco One and Webex.
- C. Ask Cisco team to engage into a Smart Account or Enterprise Agreement and propose a creation of a Customer Success Plan.
- D. Prepare a Partner Branded Managed Service deal.

Correct Answer: C

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