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# 700-805 <sup>Q&As</sup>

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Cisco Renewals Manager (CRM)

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**QUESTION 1**

Which steps to develop a renewal quote are valid?

A. Identify the barriers to adoption, Ensure the customers is using the solution, Work with the Account Manager to create a Quote.

B. Identify the Item store new, Verify the Discounts, Confirm the Shipping address, Verify the Billing entity.

C. Ask the customer for Renewal data, Evaluate new requirement, Quote new services.

D. Position the new technology, create a Quote, Order the Quote.

Correct Answer: C

**QUESTION 2**

Which strategy contributes to the successful renewal of service contracts?

A. Offer discounts.

B. Lock in revenue streams through co-termination.

C. Communicate product performance, pricing, and position.

D. Discount multi-year service agreements.

Correct Answer: C

**QUESTION 3**

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 4**

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

## QUESTION 5

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

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