



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

Cisco Renewals Manager (CRM)

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### QUESTION 1

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

Correct Answer: D

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### QUESTION 2

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

Correct Answer: D

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### QUESTION 3

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

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### QUESTION 4

Which two factors drive subscription value for customers? (Choose two)

- A. up to date security protection



- B. bundling of software and hardware
- C. freeware offers
- D. training access
- E. continuous access to innovation

Correct Answer: C

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#### QUESTION 5

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

Correct Answer: D

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#### QUESTION 6

Which service offering helps define the customer's IT vision and strategy?

- A. Support
- B. Advisory
- C. Optimization
- D. Training

Correct Answer: B

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#### QUESTION 7

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

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### QUESTION 8

Which product addresses network segment a in issues and is comprised of Viptela and Meraki products?

- A. Tetration
- B. SD-WAN
- C. Security applications
- D. Cloud services

Correct Answer: D

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### QUESTION 9

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

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

Correct Answer: B

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### QUESTION 10

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.

Correct Answer: A

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