

Cisco

Exam Questions 700-805

Cisco Renewals Manager



NEW QUESTION 1

What are the 3 Cs of Cisco's CX Installed Base (CX-IB) Methodology?

- A. Check start dates, Co-terminate start date
- B. Consolidate services
- C. Connect, Communicate, Consolidate
- D. Communicate, Co-terminate end date
- E. Consolidate contracts
- F. Cover the uncovered, Co-terminate end date
- G. Consolidate contracts

Answer: D

NEW QUESTION 2

What are two key customer benefits from a Cisco Smart Account? (Choose two.)

- A. visibility into Cisco software licenses, entitlements, and users across the organization
- B. access to exclusive Cisco hardware discounts
- C. centralized management of software licenses and entitlements
- D. visibility into non-Cisco software licenses
- E. guaranteed increase in network speed and efficiency

Answer: AC

NEW QUESTION 3

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 4

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 5

Which statement regarding which tools can be added as value to customer and partners is invalid?

- A. Adopt on Scores which provide insight into how well customers are utilizing service and software they purchase
- B. help manage Discounts for Quoting
- C. gain insight into new and unique business prospects for your customers and expand sales potential
- D. Trusted Data Source for Hardware Refresh and Software renewal insights

Answer: B

Explanation:

The statement that is invalid regarding which tools can be added as value to customer and partners is B. help manage Discounts for Quoting. This is because discounts are not a tool, but a pricing strategy that can be used to attract or retain customers, increase sales volume, or clear inventory. Discounts are not something that can be added as value to customer and partners, but rather something that can reduce the value or profit margin of the seller. Tools that can be added as value to customer and partners are those that can help them solve their problems, improve their performance, or enhance their experience. For example, some of the tools that Cisco offers to its customers and partners are:

Adopt on Scores: This tool provides insight into how well customers are utilizing service and software they purchase from Cisco. It helps customers measure their adoption progress, identify gaps and opportunities, and optimize their outcomes.

Trusted Data Source: This tool provides hardware refresh and software renewal insights for customers and partners. It helps them plan ahead, stay current, and reduce risks.

Business Insights: This tool provides data-driven insights into new and unique business prospects for customers and partners. It helps them discover new markets, segments, or opportunities, and expand their sales potential.

NEW QUESTION 6

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

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

Answer: CD

NEW QUESTION 7

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 8

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 9

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

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

Answer: A

NEW QUESTION 10

What support should a Renewal Manager take from the Customer Success Manager? (Choose the best answer.)

- A. Oversee the closure of contracts.
- B. Book customer-service briefings.
- C. Communicate new green field opportunities.
- D. Communicate value and the impact of Cisco solutions

Answer: D

NEW QUESTION 10

Which two outcomes drive the value of subscriptions for customers? (Choose two.)

- A. Consulting services
- B. continuous access to innovation
- C. bundling of software and hardware
- D. Access to the latest capabilities
- E. freeware offers

Answer: BD

NEW QUESTION 15

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 18

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

Answer: D

Explanation:

the Health Index is:

An ongoing measurement of several key customer health indicators, such as adoption, satisfaction, retention, and expansion

A tool that helps Cisco and partners monitor and improve customer outcomes and experiences

A score that ranges from 0 to 100, where higher scores indicate better health

References:1: Customer Health Index - Cisco

NEW QUESTION 20

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

Answer: AE

NEW QUESTION 23

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 25

Which licensing model represents the highest value?

- A. Transactional
- B. Subscription
- C. Pay as you go
- D. Enterprise Agreements

Answer: D

NEW QUESTION 27

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

Answer: D

NEW QUESTION 28

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 32

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

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

Answer: B

NEW QUESTION 36

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 39

What is the ideal licensing option?

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

Answer: B

NEW QUESTION 40

Which is the first step in a solutions-led sales approach?

- A. present quote to customer
- B. examine previous purchases
- C. identify the latest technology release
- D. understand the customer's objectives

Answer: D

NEW QUESTION 43

Which three financial metrics are critical in renewing subscriptions? (Choose three.)

- A. net new sales
- B. annual recurring revenue
- C. close rate
- D. training costs
- E. renewal rate

Answer: BDE

NEW QUESTION 44

What is the Cisco Services Partner Program (CSPP) objective?

- A. maximizes Cisco's profits by requiring partners to sell only Cisco-branded services
- B. allows the partner to focus on recurring revenue while earning performance-based incentives
- C. eliminates all barriers throughout the customer lifecycle
- D. trains partners to develop and sell their own independent services without any backing from Cisco

Answer: B

NEW QUESTION 45

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 46

What is the implication of on-time renewals for an IT service provider company?

- A. Incentives will be paid.
- B. Customer satisfaction is improved.
- C. No disruption to recurring revenue.
- D. There is no significant impact if sales are on plan.

Answer: C

NEW QUESTION 49

Which approach should be applied when an opportunity is available to renew?

- A. product-led approach
- B. barriers-led approach
- C. solutions-led approach
- D. reward-led approach

Answer: C

NEW QUESTION 50

Which value should a customer expect from purchasing Success Tracks?

- A. 24/7 onsite resource for troubleshooting
- B. access to information about competitors
- C. discounts on additional licenses
- D. expert guidance and dedicated support

Answer: D

NEW QUESTION 55

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 59

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 64

Which discussion point helps up sell a customer?

- A. Focus on what the customer already has covered on the network.
- B. Discuss changes in the network and identify any uncovered additions to the network.
- C. Focus on how much it will cost the customer.
- D. Discuss your prior ties and why you need the sale.

Answer: B

NEW QUESTION 66

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 70

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 74

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 76

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

Answer: B

NEW QUESTION 78

Which architecture addresses customer needs for voice, video, and data?

- A. Security
- B. Data Center
- C. Collaboration
- D. Enterprise networking

Answer: C

Explanation:

The architecture that addresses customer needs for voice, video, and data is C. Collaboration. Collaboration is one of the four main architectures that Cisco offers to its customers and partners, along with Security, Data Center, and Enterprise Networking. Collaboration is the architecture that enables people to communicate and work together effectively across different locations, devices, and applications. It includes solutions for voice over IP (VoIP), video conferencing, unified communications, contact center, webex meetings, and more. Collaboration helps customers and partners improve productivity, efficiency, innovation, and customer satisfaction.

NEW QUESTION 81

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 85

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