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**Cisco**

**700-805**

*Cisco Renewals Manager (CRM)*

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### Question: 73

Which strategy contributes to the successful renewal of service contracts?

- A. Offer discounts
- B. Communicate product performance, pricing, and position
- C. Lock in revenue streams through co-termination
- D. Discount multi-year service agreements

**Answer: B**

### Question: 74

When renewing a contract with a customer, which action is important?

- A. Start discussions once the contract has expired
- B. Propose only the most important part of the solution
- C. Validate customer's business needs.
- D. Do not offer any financing solutions.

**Answer: C**

### Question: 75

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

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

**Answer: C**

### Question: 76

Which action should a Renewals manager take first?

- A. Meet and confirm the account, CRM, and their resources
- B. Meet the customer and perform a renewals diagnosis
- C. Assign an RS to priority accounts
- D. Download contract data and develop a renewals strategy

**Answer: D**

### Question: 77

Which statement best describes the success plan?

- A. The blueprint for account teams to achieve customer success
- B. A tool for reporting actions to management
- C. A shareable document that captures all account activities
- D. A document capturing a comprehensive view of all customer health scores

**Answer: A**

**Question: 78**

Which critical task must be performed during the qualification phase?

- A. Renewal plan development
- B. Validate customer inventory
- C. Quote delivery
- D. Develop a success plan

**Answer: D**

**Question: 79**

Which action can a renewals manager take to drive value in the account?

- A. Align partners on training
- B. Define the account forecast
- C. Manage and mitigate renewal risk
- D. Removing adoption barriers

**Answer: C**

**Question: 80**

What is the Cisco definition of a Reusable Non-Standard Discount(RNSD)?

- A. A discount applied to refurbished or reused Cisco hardware that includes service contracts.
- B. A discount applied to Cisco products and/or service list pricing and for a continual or ongoing basis
- C. A limited time discount applied to Cisco products and/or services
- D. A priority discount applied to third-party products for perpetuity.

**Answer: B**

**Question: 81**

Which statement best describes an Ask the Expert session?

- A. A 24-7 phone line providing expert advice
- B. A pre-recorded webinar from an expert
- C. A one on one coaching engagement covering specific use cases
- D. A hosted educational webinar with live expert Q and A

**Answer: D**

**Question: 82**

Which licensing model represents the highest value?

- A. Pay as you go

- B. Transactional
- C. Enterprise Agreements
- D. Subscription

**Answer: D**

**Question: 83**

During which activity of the renewal process would an RM provide an appropriate co-termination timeframe and gain required internal approvals?

- A. Proposal build
- B. Billing
- C. Deal strategy
- D. Quote delivery

**Answer: A**

**Question: 84**

What is the primary measurement of success for a Renewals Manager?

- A. Iarr rate
- B. Renewal success rate
- C. Upsell percentage
- D. Percentage of contracts closed

**Answer: B**

**Question: 85**

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

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

**Answer: D**

**Question: 86**

Which success indicator for a Renewals manager is valid?

- A. New product introductions
- B. On-time renewal
- C. Stabilized customer satisfaction scores
- D. Increased deployment of licenses

**Answer: B**

**Question: 87**

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

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

**Answer: D**

# SAMPLE QUESTIONS



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