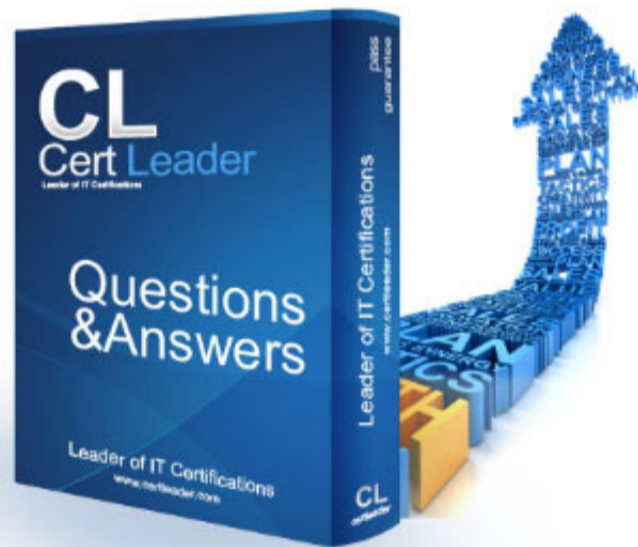


700-805 Dumps

Cisco Renewals Manager

<https://www.certleader.com/700-805-dumps.html>



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

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 3

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

- A. optimization
- B. support
- C. training
- D. advisory

Answer: D

Explanation:

According to the Cisco website¹, advisory services from Cisco and their partners provide expert guidance and data-driven insights to help customers architect and optimize their IT environment. Advisory services can help customers with:

- IT strategy and planning
- Business and technology alignment
- IT governance and operating models
- IT transformation and innovation
- IT performance and optimization

References:1: Services - Cisco

NEW QUESTION 4

What is the ATR on a \$10,000, one-year, recurring-revenue contract? (Choose the best answer.)

- A. \$1,200
- B. \$10,000 divided by 12
- C. \$10,000
- D. 10% of \$10,000

Answer: B

NEW QUESTION 5

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 6

Which event begins the Renewal process?

- A. upsell recommendation
- B. notification of contract expiration
- C. implementation of software
- D. contract negotiation

Answer: B

NEW QUESTION 7

Which of the Cisco Security product offerings focuses on identifying abnormal or suspicious network behaviors?

- A. Meraki
- B. Stealth watch
- C. Tetration
- D. App Dynamics

Answer: B

NEW QUESTION 8

What does iARR measure?

- A. our ability to monitor product utilization, and financial growth collectively
- B. our ability to increase renewal rates through pricing controls
- C. our ability to expand upon existing customer value
- D. our ability to internally align renewable resources

Answer: C

NEW QUESTION 9

Which licensing model represents the highest value?

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

Answer: D

NEW QUESTION 10

What is the primary customer value of the Cisco Services Portfolio?

- A. Services priced based on usage
- B. Services packages tailored to specific customer needs
- C. Customers can develop their own service offerings
- D. On-call, 24/7 service technicians at all levels

Answer: B

Explanation:

The primary customer value of the Cisco Services Portfolio is that it offers services packages tailored to specific customer needs. The Cisco Services Portfolio is a comprehensive set of services that help customers achieve their IT vision and strategy, optimize their IT operations, and accelerate their business outcomes. The Cisco Services Portfolio includes four types of services: Support, Advisory, Optimization, and Training. Each type of service provides different levels of value and benefits to customers, depending on their needs and goals. Customers can choose the services that best suit their situation, budget, and expectations, and customize them to their specific use cases and scenarios. The Cisco Services Portfolio enables customers to get the most out of their Cisco products and solutions, as well as address their challenges and opportunities in a flexible and effective way.

NEW QUESTION 10

A customer purchased a three-year WebEx contract of 100 seats at \$10 per seat. What is the annual recurring revenue?

- A. \$100
- B. \$1000
- C. \$3000
- D. \$ 3300

Answer: C

NEW QUESTION 11

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

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

Answer: B

NEW QUESTION 16

What does the Customer Experience Lifecycle approach enable partners to do?

- A. eliminate all problems
- B. deliver customer business outcomes
- C. provide technical support
- D. guarantee an upsell

Answer: B

NEW QUESTION 21

What is the intended outcome of the Customer Success Plan?

- A. develop a customer-centric plan for achieving value from their purchases
- B. generate financial data that indicates a customer's propensity to renew
- C. provide a schedule for resolving customer quality issues
- D. allow customers to manage the implementation independently

Answer: A

NEW QUESTION 26

Customer A purchased a one-year WebEx contract of 100 seats at \$10 per seat. Customer B purchases a three-year WebEx contract of 100 seats at \$10 per seat. What is the annual recurring revenue (ARR) for each?

- A. \$1000 and \$3000
- B. \$1100 and \$3300
- C. \$1000 and \$1000
- D. \$3000 and \$3000

Answer: C

NEW QUESTION 31

Which statement best summarizes the intended outcome of the Success Plan?

- A. development of a customer-centric view for achieving value from their portfolio
- B. provide scheduling for resolving customer quality issues
- C. generate financial data that indicates a customer's propensity to renew
- D. grow incremental annual recurring revenue

Answer: A

NEW QUESTION 33

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

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

Answer: B

NEW QUESTION 36

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 40

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.

Answer: A

NEW QUESTION 44

What support should an RM take from the CSM?

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

Answer: B

Explanation:

Communicate value and the impact of Cisco solutions to the customer
Help the customer achieve their desired outcomes and realize the full potential of their investment
Provide feedback and insights on customer health, satisfaction, and adoption

NEW QUESTION 49

What is the ATR on a \$10,000 one year recurring revenue contract?

- A. \$10,000
- B. 10% of \$10,000
- C. \$10,000 divided by 12
- D. \$1,200

Answer: A

NEW QUESTION 51

What is a cross-sell opportunity?

- A. a sales technique offering suggestions for additional products or services to complement the customer's purchase
- B. a sales strategy aimed at encouraging customers to buy the highest-priced product on offer
- C. an approach centered around selling products that are not related to the customer's interests
- D. a method involving the promotion of discounted software and services during a specific season

Answer: A

NEW QUESTION 56

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 58

In addition to on-time renewals, on which two tasks should Renewal Managers focus? (Choose two.)

- A. the next customer and their needs
- B. opportunities for upsell
- C. developing a customer success story
- D. driving adoption
- E. renewing offer to a multiple-year contract

Answer: BE

NEW QUESTION 60

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 61

What are two common benefits of an Enterprise Agreement? (Choose two.)

- A. provides perpetual licenses for hardware
- B. licenses available across the entire organization
- C. simplified license management by providing a single agreement to cover an organization
- D. allows customers to pick and choose the software features
- E. provides free technical support for all software

Answer: BC

NEW QUESTION 66

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 70

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 73

Which statement best describes the Success Plan?

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

Answer: B

NEW QUESTION 74

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 78

Who do Renewals Managers (RMs) work with?

- A. RMs work with account managers to drive ongoing revenue risk assessments and plays.
- B. RMs work with pre-sales engineers and build customer solutions.
- C. RMs work by themselves to develop a high level view customer requirements and objectives.
- D. RMs work with service delivery teams and monitor engagements.

Answer: A

NEW QUESTION 79

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 84

Which task must a Renewals Manager perform early in the renewal process?

- A. risk assessment
- B. risk mitigation
- C. terms negotiation
- D. review new opportunities

Answer: A

NEW QUESTION 86

What does a high Renewal Rate indicate about the performance of a Renewals Manager?

- A. The Renewals Manager is successful at attracting new customers.
- B. The Renewals Manager is skilled at increasing company OPEX.
- C. The Renewals Manager is proficient at technical troubleshooting.
- D. The Renewals Manager is effective in retaining customers.

Answer: D

NEW QUESTION 91

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 95

Which two actions does a partner perform within CCW-R? (Choose two.)

- A. download data sheets
- B. renew services
- C. view and manage contracts
- D. set up an email marketing campaign

Answer: BC

NEW QUESTION 97

Which key benefit is included in the Cisco Services Partner Program (CSPP)?

- A. offers access to a comprehensive service portfolio, allowing partners to address diverse customer needs
- B. provides discounted software licensing to partners.
- C. guarantees profitability to partners regardless of their performance.
- D. provides partners with a predetermined customer base

Answer: A

NEW QUESTION 99

What is the future state goal of licensing at Cisco?

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

Answer: A

NEW QUESTION 100

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 104

Which services renewals metric is provided in Partner Experience Platform (PXP)?

- A. new products
- B. number of customer complaints
- C. renewal rate
- D. end-of-life products

Answer: C

NEW QUESTION 109

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 111

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