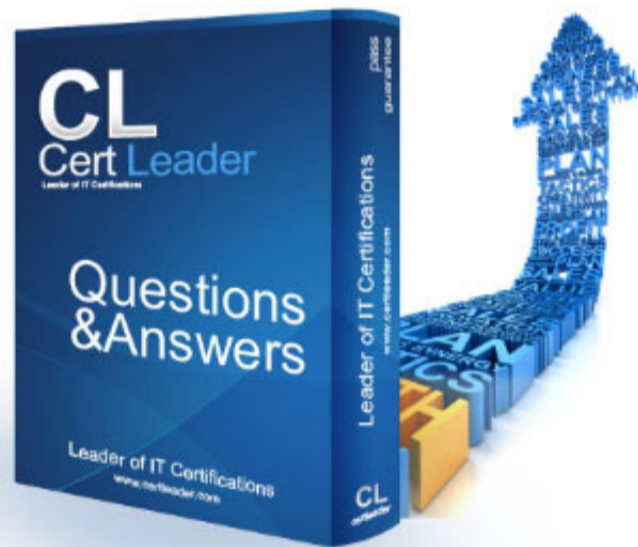


## 700-805 Dumps

### Cisco Renewals Manager

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



**NEW QUESTION 1**

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 2**

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 3**

Which detail is provided in the scorecard by using the Total Program View tool?

- A. renewal rate
- B. new products
- C. EOL products
- D. program rate

**Answer:** A

**NEW QUESTION 4**

Which support should a Renewals Manager expect from the Customer Success Manager?

- A. communicate discounts on services and software
- B. communicate the closure of contracts
- C. communicate customer's perceived value and highlight potential barriers
- D. communicate new greenfield opportunities

**Answer:** C

**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**

AtT-90, the Renewals Manager notices that the customer's software adoption rate is low. What approach should the Renewals Manager adopt?

- A. Assume product management has delayed a feature release.
- B. No action; service delivery will solve.
- C. Create a mitigation plan.
- D. Escalate to executive stakeholder immediately.

**Answer:** C

**NEW QUESTION 7**

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 8**

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 9**

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**

How does the Lifecycle Advantage (LCA) program enhance the renewal process?

- A. automates renewal notifications, initiates early conversations, and ensures consistency and personalization
- B. standardizes renewals, removing all personalization
- C. initiates renewal talks after service and software expiry
- D. eliminates the need for renewals, focusing only on acquiring new customers

**Answer: A**

**NEW QUESTION 10**

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 13**

What are two important actions of a successful Renewals Manager? (Choose two.)

- A. proactively solve TAC issues
- B. align solely with the Customer Success Manager
- C. understand the portfolio of products and services
- D. schedule daily meetings with the customer
- E. build and maintain relationships with internal and external stakeholders

**Answer: CE**

**NEW QUESTION 18**

What should be the key driver for the Renewals Manager's decisions and recommendations during the Renewals process?

- A. pricing and contract negotiation
- B. upsell and cross-sell opportunities
- C. customer business requirements
- D. market and industry trends

**Answer: C**

**NEW QUESTION 19**

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 21**

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 24**

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-termining, contract alignment, service level changes, and deal discounts. CCW-R is designed to simplify the renewal process and enhance the customer experience

**NEW QUESTION 29**

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 33**

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 37**

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 41**

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.

**Answer:** B

**Explanation:**

When renewing a contract with a customer, it is important to validate their business needs and ensure that the current solution is still meeting their expectations and goals. By validating their business needs, you can demonstrate your understanding of their situation, identify any gaps or challenges they are facing, and propose any improvements or enhancements that can add value to their experience. Validating their business needs can also help you build trust and loyalty with the customer, as well as uncover any opportunities for upselling or cross-selling additional products or services that can benefit them.

**NEW QUESTION 43**

What is the ideal licensing option?

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

**Answer:** B

**NEW QUESTION 48**

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 51**

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 54**

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 55**

Which area of the Success Plan is the Renewal Manager responsible?

- A. Barriers Predicted
- B. Solution Renewal
- C. Adoption Barriers Overcome
- D. Success Plan Hypothesis

**Answer:** B

**Explanation:**

The area of the Success Plan that the Renewal Manager is responsible for is Solution Renewal. The Success Plan is a document that captures the account team's strategy and actions to achieve customer success. It defines the customer's desired outcomes, identifies the potential barriers and risks, outlines the key milestones and deliverables, and assigns roles and responsibilities to the account team members. The Solution Renewal area of the Success Plan covers the activities related to renewing the customer's contract, such as reviewing the current solution, assessing the customer's satisfaction and value realization, proposing any improvements or enhancements, negotiating the terms and conditions, and executing the renewal agreement. The Renewal Manager is in charge of leading and managing the Solution Renewal area of the Success Plan, as well as collaborating with other account team members, such as Customer Success Managers, Account Executives, or Sales Engineers.

**NEW QUESTION 59**

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

**Answer:** D

**NEW QUESTION 61**

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 63**

What are the steps to develop a renewal quote?

- A. Identify the barriers to adoption, ensure that the customer is using the solution, and work with the account manager to create a quote.
- B. Ask the customer for renewal data, evaluate new requirements, and quote new services.
- C. Identify the items to renew, verify the discounts, confirm the shipping address, and verify the billing entity.
- D. Position the new technology, create a quote, and order the quote.

**Answer:** C

**NEW QUESTION 68**

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 73**

Which statement best describes an Ask the Expert session?

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

**Answer:** C

**NEW QUESTION 77**

Which task should a Renewals Manager perform during the Prospect phase?

- A. Risk Assessment
- B. Risk Mitigation
- C. Review new opportunities
- D. Terms negotiation

**Answer:** A

**NEW QUESTION 78**

What is the role of a Renewals Manager in a Customer Success Plan?

- A. The Renewals Manager is a reactive resource to administrate the renewal process.
- B. The Renewals Manager is a salesperson acting only when a Customer Success Plan is created.
- C. The Renewals Manager collaborates proactively with Sales and the CSM to renew all recurring offers.
- D. The Renewals Manager is an administrative role acting on the insight provided by financial tools.

**Answer:** C

**NEW QUESTION 80**

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 84**

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 85**

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 87**

What are the primary benefits of using AutoQuote in the renewal process?

- A. automatically generate quotes, consolidate opportunities, and enhance efficiency
- B. increase time spent on manual quote creation and focus more on programming
- C. eliminate the need for a Renewals Manager and all customer interactions
- D. automatically offer free software upgrades and exclusive discounts

**Answer:** A

**NEW QUESTION 89**

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 93**

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 95**

Which business benefit of on-time renewals on Cisco products and services is valid?

- A. ability to ensure that our TAC cases get priority over others
- B. exclusive relationship with the customer
- C. access to training programs and material
- D. rebates and discounts from Cisco

**Answer:** D

**NEW QUESTION 98**

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 103**

What are Cisco's four steps to higher renewals?

- A. Investigate, Diversify, Personalize, Initiate a strategy
- B. Analyze, Implement, Regulate, Maintain consistency
- C. Align, Simplify, Automate, Build a practice
- D. Plan, Streamline, Digitize, Establish routine

**Answer: C**

**NEW QUESTION 107**

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 111**

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 113**

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 117**

Which group of products are enterprise networking products?

- A. WAN, LAN, Wireless
- B. Routing, Switching, Access Points
- C. iWAN, Viptela, Meraki
- D. Salesforce, Box, AWS

**Answer: A**

**NEW QUESTION 121**

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 126**

Which critical task must a Renewals Manager perform during the Qualification phase?

- A. Deliver a quote.
- B. Share the proposal with the customer.
- C. Develop a Customer Success Plan.
- D. Validate customer inventory.

**Answer: D**

**NEW QUESTION 129**

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