

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

Cisco Renewals Manager (CRM)

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**QUESTION 1**

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

Correct Answer: B

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**QUESTION 2**

What is the key implication on-time renewals have for an IT provider company?

- A. incentives will be paid
- B. improved customer satisfaction
- C. no major impact if sales are on plan
- D. recurring business is preserved

Correct Answer: B

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**QUESTION 3**

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

Correct Answer: B

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**QUESTION 4**

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 5**

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

Correct Answer: C

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