

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

Cisco Renewals Manager (CRM)

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**QUESTION 1**

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 2**

How does Cisco define AT R?

- A. Contracts/subscriptions that are available to renew.
- B. ATR is the sum of RR and iARR, minus the attrition rate.
- C. Any customer agreement where attrition has been an issue.
- D. Contracts/subscriptions that have attrition terms revoked.

Correct Answer: A

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**QUESTION 3**

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

Correct Answer: C

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**QUESTION 4**

Which licensing model represents the highest value?

- A. Transactional

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

Correct Answer: D

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**QUESTION 5**

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

Correct Answer: BDE

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**QUESTION 6**

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

Correct Answer: C

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**QUESTION 7**

Which licensing model is the most complex for a customer to manage?

- A. Managed service agreement
- B. Subscription
- C. Enterprise agreement
- D. A La Carte

Correct Answer: D

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**QUESTION 8**

Which strategy contributes to the successful renewal of service contracts?

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

Correct Answer: C

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**QUESTION 9**

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

Correct Answer: C

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**QUESTION 10**

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

Correct Answer: D

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