



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

Cisco Renewals Manager (CRM)

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#### QUESTION 1

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.

Correct Answer: B

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#### QUESTION 2

Which strategy for successful renewal of service contracts calls for discussing changes in the network and identifying any uncovered add tons to the network?

- A. validate the customer's business needs
- B. focus on benefits
- C. lock in revenue streams through co-termination
- D. explore up sell opportunities

Correct Answer: D

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#### QUESTION 3

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.

Correct Answer: A

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#### QUESTION 4

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 5

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

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

Correct Answer: C

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