



700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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

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

Correct Answer: B

QUESTION 2

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

Correct Answer: C

QUESTION 3

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

Correct Answer: A

QUESTION 4

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

Correct Answer: C

QUESTION 5

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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