



700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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

Correct Answer: A

QUESTION 2

Which case represents a risk of renewal where a mitigation analysis will help obtain a more desired outcome?

- A. The adoption rate is 50% under the expected level and the plan is six months before the expiration date.
- B. There are no open incidents 30 days before renewal dates.
- C. Customer is willing to subscribe to a recommendation case to be publicly communicated.
- D. The health index of a customer is over expected targets with no red flags.

Correct Answer: A

QUESTION 3

What is the future state goal of licensing at Cisco?

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

Correct Answer: A

QUESTION 4

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

QUESTION 5

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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