



700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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 4

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

QUESTION 5

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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