



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

Cisco Renewals Manager (CRM)

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#### QUESTION 1

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

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#### QUESTION 2

Which success indicator for a Renewals Manager is valid?

- A. increased deployment of licenses
- B. stabilized customer satisfaction scores
- C. new product introductions
- D. on-time renewal

Correct Answer: B

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#### QUESTION 3

Which services are contained in the CX portfolio?

- A. Support Services, Business Critical Services, Professional Services and Managed Services
- B. Support Services, Business Critical Services and Professional Services
- C. Support Services and Business Critical Services
- D. Support Services, Business Critical Services, Professional Services, Managed Services, and Learning Services

Correct Answer: D

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#### QUESTION 4

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 5

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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