



700-805^{Q&As}

Cisco Renewals Manager (CRM)

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QUESTION 1

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

QUESTION 2

Which statement best describes an Ask the Expert session?

- A. A pre-recorded webinar from an expert
- B. A hosted educational webinar with live expert Q and A
- C. A 24-7 phone line providing expert advice
- D. A one on one coaching engagement covering specific use cases

Correct Answer: D

QUESTION 3

What is the primary measurement of success for a Renewals Manager?

- A. upsell percentage
- B. percentage of contracts closed
- C. renewal success rate
- D. iARR rate

Correct Answer: C

QUESTION 4

What is the primary customer value of the Cisco Services Portfolio?

- A. Services priced based on usage
- B. Services packages tailored to specific customer needs



- C. Customers can develop their own service offerings
- D. On-call, 24/7 service technicians at all levels

Correct Answer: B

QUESTION 5

Which area of the Success Plan is the Renewal Manager responsible?

- A. Barriers Predicted
- B. Solution Renewal
- C. Adoption Barriers Overcome
- D. Success Plan Hypothesis

Correct Answer: D

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