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Cisco Renewals Manager (CRM)

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QUESTION 1

Which is the first step in a solutions-led sales approach?

A. present quote to customer

B. examine previous purchases

C. identify the latest technology release

D. understand the customer\\'s objectives

Correct Answer: C

QUESTION 2

Which service offering assists the customer in preparing for emerging industry trends?

A. Training

B. Trending Technical

C. Advisory

D. Managed

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which two factors drive subscription value for customers? (Choose two)

A. up to date security protection

B. bundling of software and hardware

C. freeware offers

D. training access

E. continuous access to innovation

Correct Answer: C

QUESTION 5

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

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