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Question 1

Question Type: MultipleChoice

Which task is the responsibility of the Renewals Manager?

Options:

- A- billing recurring revenue contracts
- B- managing recurring revenue risk
- C- driving adoption of specific technologies
- D- managing the Success Plan

Answer:

B

Explanation:

one of the tasks that is the responsibility of the Renewals Manager is to manage recurring revenue risk, which includes:

Identifying and prioritizing renewal opportunities and challenges

Developing and executing renewal strategies and plans

Collaborating with other Cisco teams and partners to ensure customer satisfaction and retention

Negotiating and closing renewal deals

Question 2

Question Type: MultipleChoice

Which of the Cisco Security product offerings focuses on identifying abnormal or suspicious network behaviors?

Options:

A- Meraki

B- Stealth watch

C- Tetration

D- App Dynamics

Answer:

B

Explanation:

Stealthwatch is one of the Cisco Security product offerings that focuses on identifying abnormal or suspicious network behaviors, which can help customers with:

Detecting and responding to advanced threats across their network

Gaining visibility and control over their network traffic and activity

Improving their network performance, security, and compliance

Question 3

Question Type: MultipleChoice

Which strategy contributes to the successful renewal of service contracts?

Options:

- A- Offer discounts.
- B- Lock in revenue streams through co-termination.
- C- Communicate product performance, pricing, and position.
- D- Discount multi-year service agreements.

Answer:

C

Question 4

Question Type: MultipleChoice

Which services are contained in the CX portfolio?

Options:

- 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

Answer:

D

Explanation:

CX portfolio consists of five service categories that cover the entire lifecycle of a technology:

Support Services: Provide technical support, software updates, and smart capabilities to help customers maintain network availability, security, and performance

Business Critical Services: Provide expert guidance, best practices, proactive support, and insights to help customers optimize their network performance, security, and availability

Professional Services: Provide consulting, design, implementation, integration, optimization, and migration services to help customers deploy and adopt Cisco solutions

Managed Services: Provide end-to-end management, monitoring, and operation of customer's network infrastructure and applications by Cisco or certified partners

Learning Services: Provide training, certification, and enablement programs to help customers develop their skills and capabilities on Cisco technologies

Question 5

Question Type: MultipleChoice

What support should an RM take from the CSM?

Options:

- A- Communicate new greenfield opportunities.
- B- Communicate value and the impact of Cisco solutions.
- C- Book customer-service briefings.
- D- Oversee the closure of contracts.

Answer:

B

Explanation:

Communicate value and the impact of Cisco solutions to the customer

Help the customer achieve their desired outcomes and realize the full potential of their investment

Provide feedback and insights on customer health, satisfaction, and adoption

Question 6

Question Type: MultipleChoice

Which three financial metrics are critical in renewing subscriptions? (Choose three.)

Options:

A- net new sales

B- annual recurring revenue

C- close rate

D- training costs

E- renewal rate

Answer:

B, D, E

Question 7

Question Type: MultipleChoice

How does Cisco define AT R?

Options:

- 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.

Answer:

A

Explanation:

A) Contracts/subscriptions that are available to renew.

[Comprehensive and Detailed Explanation: According to the Cisco website¹, ATR stands for Available To Renew, which is defined as:](#)

Contracts/subscriptions that are available to renew within a defined time period (usually 90, 180, or 365 days)

A key metric for measuring the renewal opportunity and performance

A report that shows the contract details, status, expiration date, product coverage, etc.

Question 8

Question Type: MultipleChoice

Which two actions can a partner or customer perform within CCW-R? (Choose two.)

Options:

A- set up billing

B- download hardware, software and services datasheets

C- change Customer Address

D- view and manage their contracts

E- order new services

Answer:

C, D

Explanation:

[According to the CCW-R User Guide⁵](#), some of the actions that a partner or customer can perform within CCW-R are:

Change Customer Address: This allows the user to update the customer address information for a quote or an order.

View and Manage their Contracts: This allows the user to view their contract details, status, expiration date, product coverage, etc., as well as request a quote or renew their contracts.

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