



Free Questions for 700-805 by certsinside

Shared by Kent on 22-07-2024

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Question 1

Question Type: MultipleChoice

How does Cisco define Business Critical Services?

Options:

- A- subscription-based services covering the lifecycle of a technology
- B- Pay-as-you-go, services covering business-critical functions
- C- hardware replacement
- D- Pay-as-you-go, technology-based services

Answer:

A

Explanation:

Business Critical Services are subscription-based services covering the lifecycle of a technology, which provide customers with:

Expert guidance and best practices to optimize their network performance, security, and availability

Proactive support and automation to prevent issues, reduce risks, and accelerate outcomes

Insights and analytics to measure and improve their operational efficiency, agility, and innovation

Question 2

Question Type: MultipleChoice

What is the future state goal of licensing at Cisco?

Options:

- A- Smart License
- B- Standby License
- C- Classic PAK
- D- Right to use

Answer:

A

Explanation:

Smart License is the future state goal of licensing at Cisco, which aims to:

Simplify and streamline license management across Cisco products and solutions

Provide customers with a flexible and transparent way to consume Cisco software

Enable customers to view and manage their licenses through a single portal (Cisco Smart Software Manager)

Reduce operational costs and complexity for customers and partners

Question 3

Question Type: MultipleChoice

Which strategy for successful renewal of service contracts calls for discussing changes in the network and identifying any uncovered additions to the network?

Options:

- A- validate the customer's business needs
- B- focus on benefits
- C- lock in revenue streams through co-termination
- D- explore up sell opportunities

Answer:

D

Explanation:

one of the strategies for successful renewal of service contracts is to explore up sell opportunities, which means:

Discussing changes in the network and identifying any uncovered additions to the network

Recommending new or upgraded products or services that can enhance customer value and outcomes

Aligning with the account team on the up sell value proposition and proposal

Question 4

Question Type: MultipleChoice

Who do Renewals Managers (RMs) work with?

Options:

- A-** RMs work with account managers to drive ongoing revenue risk assessments and plays.
- B-** RMs work with pre-sales engineers and build customer solutions.
- C-** RMs work by themselves to develop a high level view customer requirements and objectives.
- D-** RMs work with service delivery teams and monitor engagements.

Answer:

A

Explanation:

[According to the Cisco website¹](#), RMs work with account managers to drive ongoing revenue risk assessments and plays, which include:

Identifying and prioritizing renewal opportunities

Developing and executing renewal strategies

Negotiating and closing renewal deals

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

Question 5

Question Type: MultipleChoice

Which licensing model represents the highest value?

Options:

- A- Transactional
- B- Subscription
- C- Pay as you go
- D- Enterprise Agreements

Answer:

D

Explanation:

Enterprise Agreements (EAs) represent the highest value for customers who want to simplify their software licensing and management across their organization. EAs provide customers with:

Unlimited access to a suite of Cisco software products within a defined technology domain for a fixed term and price

The ability to deploy software anytime, anywhere, without additional costs or approvals

The flexibility to grow and adjust their software usage without overage fees or penalties

The convenience of co-terminating all their subscriptions at the end of the EA term

The option to include Cisco services and support in their EA2

Question 6

Question Type: MultipleChoice

Which licensing model is the most complex for a customer to manage?

Options:

- A- Managed service agreement
- B- Subscription
- C- Enterprise agreement
- D- A La Carte

Answer:

D

Explanation:

La Carte licensing model is the most complex for a customer to manage because it requires the customer to purchase and activate individual licenses for each product and feature they want to use. This can result in a large number of licenses to track and renew, as well as compatibility issues between different products and versions. A La Carte licensing also does not provide the benefits of Cisco's Software Buying Programs, such as financial predictability, access to incentives, and subscription co-termination¹.

Question 7

Question Type: MultipleChoice

During which activity of the renewal process would an RM provide an appropriate co-termination timeframe and gain required internal approvals?

Options:

- A- deal strategy
- B- billing
- C- proposal build
- D- quote delivery

Answer:

C

Explanation:

According to a practice exam question from TestPrep2, the correct answer is C. proposal build. During this activity, an RM would:

Provide an appropriate co-termination timeframe and gain required internal approvals

Align with the account team on the renewal strategy and value proposition

Create a renewal proposal that meets customer needs and expectations

Question 8

Question Type: MultipleChoice

Which critical task must be performed during the Qualification phase?

Options:

- A- validate customer inventory
- B- develop a Success Plan
- C- quote delivery
- D- Renewal Plan development

Answer:

A

Explanation:

According to the Cisco website¹, one of the critical tasks during the Qualification phase is to validate customer inventory, which includes:

Reviewing the Available to Renew (ATR) report and identifying any discrepancies or missing items

Confirming the accuracy of the contract end dates, product IDs, serial numbers, and quantities

Updating the ATR report with any changes or corrections

Question 9

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Question 10

Question Type: MultipleChoice

Which case represents a risk of renewal where a mitigation analysis will help obtain a more desired outcome?

Options:

- A-** The adoption rate is 50% under the expected level and the plan is six months before the expiration date.
- B-** There are no open incidents 30 days before renewal dates.
- C-** Customer is willing to subscribe to a recommendation case to be publicly communicated.
- D-** The health index of a customer is over expected targets with no red flags.

Answer:

A

Explanation:

This case represents a risk of renewal where a mitigation analysis will help obtain a more desired outcome. A low adoption rate indicates that the customer is not fully utilizing the solution or deriving the expected value from it. This can lead to dissatisfaction, reduced engagement, and increased likelihood of churn. A mitigation analysis can help identify the root causes of the low adoption rate, such as lack of training, technical issues, poor fit, or misalignment of expectations. Based on the analysis, a mitigation plan can be developed and implemented to address the issues and increase the adoption rate. For example, the plan could include providing more support, education, or guidance to the customer, resolving any bugs or glitches, customizing or adjusting the solution to better suit their needs, or redefining the success criteria and metrics. A mitigation analysis and plan can help improve the customer's satisfaction, retention, and loyalty, as well as increase the chances of a successful renewal.

Question 11

Question Type: MultipleChoice

Customer A purchased a one-year WebEx contract of 100 seats at \$10 per seat. Customer B purchases a three-year WebEx contract of 100 seats at \$10 per seat.

What is the annual recurring revenue (ARR) for each?

Options:

- A- \$1000 and \$3000
- B- \$1100 and \$3300
- C- \$1000 and \$1000
- D- \$3000 and \$3000

Answer:

C

Explanation:

The annual recurring revenue (ARR) for each customer is \$1000 and \$1000. ARR is the total amount of money the company expects to receive from its subscribers over a year. It is calculated by summing up customers' monthly or quarterly subscription fees and multiplying them by 12 (for an annual period). It excludes one-time fees, transactional charges, and other non-recurring revenue sources. In this

case, both Customer A and Customer B pay \$10 per seat per month for 100 seats of WebEx. Therefore, their monthly recurring revenue (MRR) is $\$10 \times 100 = \1000 . To calculate their ARR, we multiply their MRR by 12: $\$1000 \times 12 = \12000 . The length of the contract does not affect the ARR calculation, as it only considers the revenue generated within one year.

Question 12

Question Type: MultipleChoice

Which service offering helps define the IT vision and strategy of the customer?

Options:

A- optimization

B- support

C- training

D- advisory

Answer:

D

Explanation:

According to the Cisco website¹, advisory services from Cisco and their partners provide expert guidance and data-driven insights to help customers architect and optimize their IT environment. Advisory services can help customers with:

IT strategy and planning

Business and technology alignment

IT governance and operating models

IT transformation and innovation

IT performance and optimization

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