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Cisco 700-805 Exam Syllabus Topics:

Section	Objectives
Renewals and Subscription Lifecycle	- Renewal lifecycle stages and timelines - Cisco subscription models and licensing basics
Commercial and Contract Fundamentals	- Renewal pricing and discount structures - Contract terms and compliance basics
Renewal Sales Process	- Forecasting and pipeline management - Renewal opportunity management
Customer Success and Value Realization	- Value tracking and expansion opportunities - Customer adoption and success planning
Cisco Tools and Platforms	- Partner and quoting systems - Cisco ordering and subscription management tools

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Cisco Renewals Manager Sample Questions (Q131-Q136):

NEW QUESTION # 131

Which task is the responsibility of the renewals manager?

- A. Billing recurring revenue contracts
- **B. Managing recurring revenue risk**
- C. Managing the success plan

- D. Driving adoption of specific technologies

Answer: B

NEW QUESTION # 132

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

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

Answer: A

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
- References: 2: Cisco Renewals Manager (700-805 CRM) Practice Exam - TestPrep

NEW QUESTION # 133

Which statement best summarizes the intended outcome of the Success Plan?

- A. generate financial data that indicates a customer's propensity to renew
- B. grow incremental annual recurring revenue
- C. development of a customer-centric view for achieving value from their portfolio
- D. provide scheduling for resolving customer quality issues

Answer: C

Explanation:

the Success Plan is:

- * A document that outlines the customer's goals, challenges, desired outcomes, and success metrics
 - * A collaborative effort between Cisco, partners, and customers to align on the customer's vision and strategy
 - * A roadmap that guides the customer through the lifecycle stages of plan, build, adopt, and renew
 - * A development of a customer-centric view for achieving value from their portfolio
- References: 1: Success Plan - Cisco

NEW QUESTION # 134

Which detail is provided in the scorecard by using the Total Program View tool?

- A. renewal rate
- B. EOL products
- C. new products
- D. program rate

Answer: A

Explanation:

According to the Total Program View (TPV) User Guide¹, the scorecard is a dashboard that provides a summary of the partner's performance across different programs and metrics. One of the metrics that is provided in the scorecard is the renewal rate, which is defined as:

The percentage of recurring revenue that is retained or renewed within a defined time period (usually 90, 180, or 365 days) A key indicator of customer satisfaction, retention, and loyalty A factor that affects the partner's incentives and rebates

NEW QUESTION # 135

An RM identifies that a customer is managing multiple A La Carte contracts across different business units during the Expand stage. Which action best reflects the RM's operational responsibility?

- A. Analyze the Install Base (IB) data to build a business case and communicate the expansion opportunity to the Account Manager.
- B. Generate a consolidated renewal quote and present it directly to the customer without Account Manager involvement.
- C. Request that the CSM manually re-provision all current licenses into a new EA structure within the Smart Account.
- D. Delay the consolidation proposal until the T-60 commercial discussion window to ensure the customer is ready.

Answer: A

Explanation:

During the Expand stage, the RM should use available Installed Base and renewal data to identify opportunities that can increase customer value and recurring revenue, then coordinate those opportunities with the appropriate commercial owner. Multiple A La Carte contracts across business units are a strong signal that the customer may benefit from consolidation into a broader Cisco Enterprise Agreement or another simplified commercial structure.

The RM's operational role is therefore to analyze the IB, quantify the fragmented contract footprint, identify overlap or consolidation potential, and build a fact-based expansion case. That information should then be shared with the Account Manager, who owns the broader commercial relationship and can position the opportunity with the customer.

Option A is incorrect because a CSM does not simply re-provision licenses into a new EA; an EA transition is a commercial and entitlement change that requires the appropriate sales and operational process. Option B is too passive because expansion opportunities should be identified and shaped proactively rather than waiting until T-60. Option C bypasses the Account Manager and violates proper commercial alignment.

The mature approach is to convert IB insight into a structured expansion opportunity, align internally, and then engage the customer through the correct account team motion.

Therefore, D is correct.

NEW QUESTION # 136

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