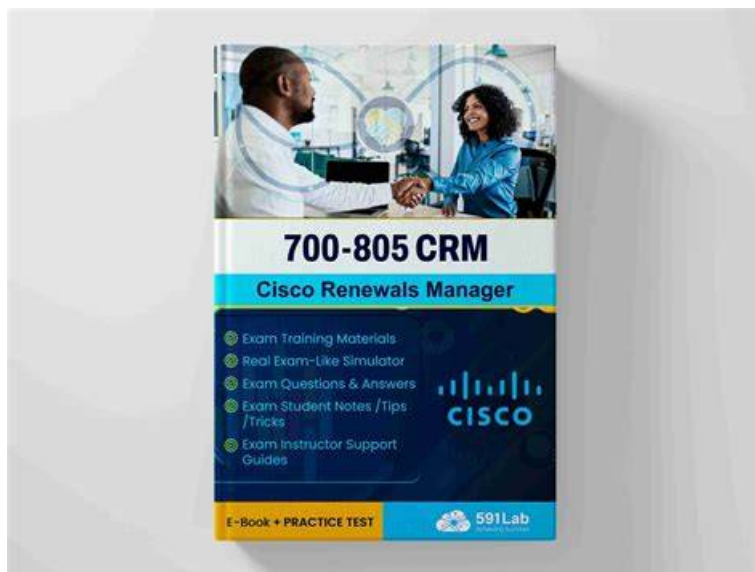


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Cisco 700-805 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Customer Success Foundation	10%	- Define customer experience - Explain the stages of the customer lifecycle - Describe recurring revenue financial terms - Explain recurring revenue financial implications
Topic 2: Customer Success	10%	- Explain customer journey & IT purchasing models - Define customer success
Topic 3: Roles and Responsibilities	30%	- Describe Renewals Manager role and integration - Explain renewals tasks and success metrics
Topic 4: Cisco Tools and Processes	20%	- Describe CX Portfolio and deal management processes - Explain Smart Accounts & Smart Licensing
Topic 5: Business Acumen	30%	- Evaluate products and services to meet customer goals - Interpret key financial terms (e.g., CAPEX, OPEX) - Describe renewal cycle and risk action planning

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Cisco Renewals Manager Sample Questions (Q110-Q115):

NEW QUESTION # 110

What does the Customer Experience Lifecycle approach enable partners to do?

- A. provide technical support
- B. guarantee an upsell
- C. eliminate all problems
- **D. deliver customer business outcomes**

Answer: D

NEW QUESTION # 111

What is the role of a Renewals Manager in a Customer Success Plan?

- A. The Renewals Manager is a salesperson acting only when a Customer Success Plan is created.
- B. The Renewals Manager is an administrative role acting on the insight provided by financial tools.
- **C. The Renewals Manager collaborates proactively with Sales and the CSM to renew all recurring offers.**
- D. The Renewals Manager is a reactive resource to administrate the renewal process.

Answer: C

NEW QUESTION # 112

Which critical task must be performed during the Qualification phase?

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

Answer: C

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

NEW QUESTION # 113

Which action can a Renewals Manager take to drive value in the account?

- A. Define the account forecast.
- B. Align partners on training.
- C. Removing adopt on barriers.
- **D. Manage and mitigate renewal risk.**

Answer: D

Explanation:

An action that a Renewals Manager can take to drive value in the account is to manage and mitigate renewal risk. Renewal risk is the possibility that a customer will not renew their contract with Cisco at the end of their term, resulting in revenue loss and customer churn. Renewal risk can be caused by various factors, such as low adoption, poor satisfaction, lack of value realization, competitive pressure, budget constraints, or organizational changes. A Renewals Manager can manage and mitigate renewal risk by:

Identifying and prioritizing the accounts that have the highest risk of non-renewal, using data and tools such as ATR (Annualized Total Revenue), ARR (Annual Recurring Revenue), iARR (Incremental Annual Recurring Revenue), TPV (Total Partner Value), icebreaker (a tool that provides insights into new and unique business prospects), and Adopt on Scores (a tool that provides insight into how well customers are utilizing service and software they purchase from Cisco).

Developing and executing a risk mitigation plan for each high-risk account, involving actions such as engaging with the customer, understanding their needs and challenges, demonstrating value and ROI, addressing any issues or concerns, proposing improvements

or enhancements, offering incentives or discounts, or leveraging partners or references.

Monitoring and tracking the progress and results of the risk mitigation plan, using data and tools such as CCW-R (Cisco Commerce Software Subscriptions and Services), which is a tool that allows customers and partners to quote, order, and manage their service contracts and software subscriptions from one place; and Customer Success Plan, which is a document that captures the account team's strategy and actions to achieve customer success.

Collaborating with other account team members, such as Customer Success Managers, Account Executives, or Sales Engineers, to align on the renewal strategy, share information and insights, coordinate activities and touchpoints, and deliver a consistent and positive customer experience.

By managing and mitigating renewal risk, a Renewals Manager can drive value in the account by increasing the chances of a successful renewal, retaining customers and revenue, enhancing customer satisfaction and loyalty, and creating opportunities for upsell or cross-sell.

NEW QUESTION # 114

What is the ideal licensing option?

- A. Right to Use
- **B. Smart License**
- C. Classic PAK
- D. Standby License

Answer: B

NEW QUESTION # 115

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