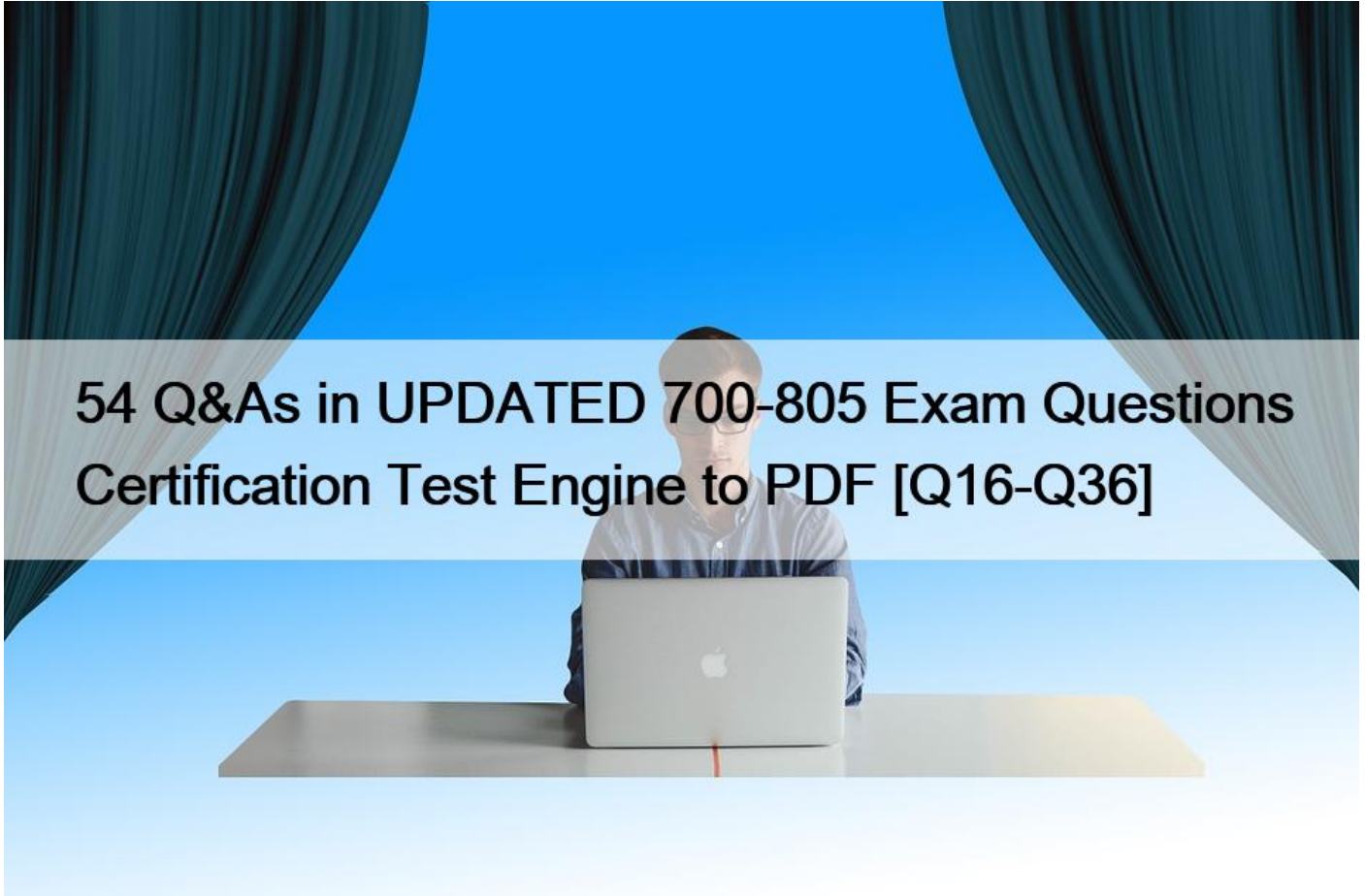


54 Q&As in UPDATED 700-805 Exam Questions Certification Test Engine to PDF [Q16-Q36]



54 Q&As in UPDATED 700-805 Exam Questions Certification Test Engine to PDF Get The Important Preparation Guide With 700-805 Dumps NEW QUESTION 16

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

- * set up billing
- * download hardware, software and services datasheets
- * change Customer Address
- * view and manage their contracts
- * order new services

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.

NEW QUESTION 17

What support should an RM take from the CSM?

- * Book customer-service briefings
- * Communicate value and the impact of Cisco solutions
- * Communicate new green field opportunities
- * Oversee the closure of contracts

NEW QUESTION 18

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

- * Managed service agreement
- * A La Carte
- * Subscription
- * Enterprise agreement

NEW QUESTION 19

Which licensing model represents the highest value?

- * Transactional
- * Subscription
- * Pay as you go
- * Enterprise Agreements

NEW QUESTION 20

What is the main purpose of CCW-R?

- * to factor customer ATR, up sell and attrition
- * to allow customers and partners to download renewal data
- * to allow customers and partner store new software subscriptions and service contracts from one tool
- * to capture partner and customer billing preferences

CCW-R stands for 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. CCW-R enables users to create new or renew technical services and software subscription quotes, submit approved orders, and manage their contracts. CCW-R also provides features such as co-terming, contract alignment, service level changes, and deal discounts. CCW-R is designed to simplify the renewal process and enhance the customer experience

NEW QUESTION 21

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

- * Meraki
- * Stealth watch
- * Tetration
- * App Dynamics

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

NEW QUESTION 22

Which statement best describes the Success Plan?

- * a document capturing a comprehensive view of all customer health scores
- * a tool for reporting actions to management
- * a shareable document that captures all account activities
- * the blueprint for account teams to achieve customer success

NEW QUESTION 23

Which licensing model represents the highest value?

- * Transactional
- * Subscription
- * Pay as you go
- * Enterprise Agreements

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

NEW QUESTION 24

Which task should a Renewals Manager perform during the Prospect phase?

- * Risk Assessment
- * Terms negotiation
- * Review new opportunities
- * Risk mitigation

NEW QUESTION 25

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

- * Grow incremental annual recurring revenue
- * Generate financial data that indicates a customer's propensity to renew
- * Provide scheduling for resolving customer quality issues
- * Development of a customer-centric view for achieving value from their portfolio

NEW QUESTION 26

What is the future state goal of licensing at Cisco?

- * Smart License
- * Standby License
- * Classic PAK
- * Right to use

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

NEW QUESTION 27

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

- * Support
- * Advisory
- * Optimization
- * Training

NEW QUESTION 28

What is the ATR on a \$10,000 one year recurring revenue contract?

- * \$10,000
- * 10% of \$10,000
- * \$10,000 divided by 12
- * \$1,200

ATR stands for Annualized Total Revenue, which is a metric that measures the total revenue generated by a customer contract over a 12-month period. ATR is calculated by multiplying the monthly recurring revenue (MRR) by 12. For example, if a customer pays \$100 per month for a service, the ATR is $\$100 \times 12 = \$1,200$. Therefore, the ATR on a \$10,000 one year recurring revenue contract is simply \$10,000, since the MRR is already \$10,000. ATR is useful for comparing the revenue potential of different contracts with different billing cycles or durations

NEW QUESTION 29

Which statement best describes an Accelerator?

- * An on-call service for customer support
- * A one-on-one deep dive on network issues
- * A one-on-one coaching engagement covering specific use cases
- * A hosted one-to-many educational webinar with live expert Q and A

NEW QUESTION 30

Which critical task must be performed during the Qualification phase?

- * validate customer inventory
- * develop a Success Plan
- * quote delivery
- * Renewal Plan development

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 31

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

- * Annual recurring revenue

- * Close rate
- * Net new sales
- * Training costs
- * Renewal rate

NEW QUESTION 32

Which task is the responsibility of the Renewals Manager?

- * billing recurring revenue contracts
- * managing recurring revenue risk
- * driving adoption of specific technologies
- * managing the Success Plan

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

NEW QUESTION 33

Which architecture addresses customer needs for voice, video, and data?

- * Security
- * Data Center
- * Collaboration
- * Enterprise networking

NEW QUESTION 34

Which action should a Renewals Manager take first?

- * Assign an RS to priority accounts
- * Meet and confirm the AM, CSS, CSM and their resources
- * Meet the customer and perform a renewals diagnosis
- * Download contract data and develop a renewals strategy

the first action that a Renewals Manager should take is to download contract data and develop a renewals strategy, which involves:

Using tools such as TPV, icebreaker, or CCW-R to access and analyze contract data Segmenting contracts based on their size, complexity, expiration date, product coverage, etc.

Defining objectives, actions, timelines, and resources for each segment Aligning with the account team on the renewals strategy and value proposition

NEW QUESTION 35

What is the future state goal of licensing at Cisco?

- * Smart License
- * Standby License
- * Classic PAK

- * Right to use

NEW QUESTION 36

What is the primary measurement of success for a Renewals Manager?

- * Iarr rate
- * Renewal success rate
- * Upsell percentage
- * Percentage of contracts closed

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