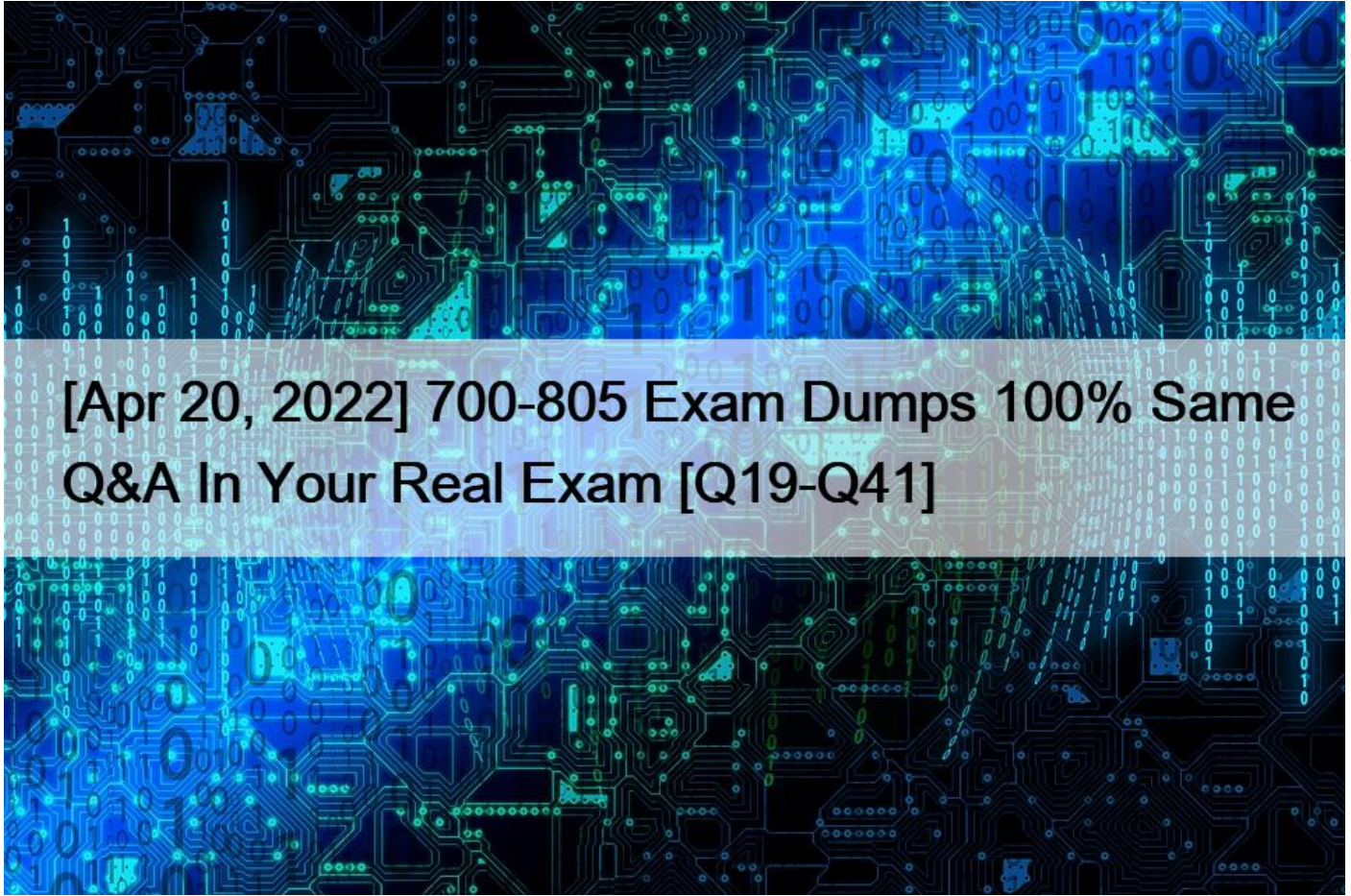


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NEW QUESTION 19

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

- * View and manage their contracts
- * Change Customer Address
- * Set up billing
- * Order new services
- * Download hardware, software and services datasheets

NEW QUESTION 20

Which is the first step in a solutions-led sales approach?

- * present quote to customer
- * examine previous purchases

- * identify the latest technology release
- * understand the customer's objectives

NEW QUESTION 21

Which steps to develop a renewal quote are valid?

- * Ask the customer for Renewal data, Evaluate new requirement, Quote new services.
- * Identify the barriers to adoption, Ensure the customer is using the solution, Work with the Account Manager to create a Quote.
- * Position the new technology, create a Quote, Order the Quote.
- * Identify the Items to renew, Verify the Discounts, Confirm the Shipping address, Verify the Billing entity.

NEW QUESTION 22

Which area of the Success Plan is the Renewal Manager responsible?

- * Barriers Predicted
- * Solution Renewal
- * Adoption Barriers Overcome
- * Success Plan Hypothesis

NEW QUESTION 23

Which statement best describes an Ask the Expert session?

- * A pre-recorded webinar from an expert
- * A hosted educational webinar with live expert Q and A
- * A 24-7 phone line providing expert advice
- * A one on one coaching engagement covering specific use cases

NEW QUESTION 24

What is the primary customer value of the Cisco Services Portfolio?

- * Services packages tailored to specific customer needs
- * ON-call, 24/7 service technicians at all levels
- * Services priced based on usage
- * Customers can develop their own service offerings

NEW QUESTION 25

Which discussion point helps up sell a customer?

- * Focus on what the customer already has covered on the network.
- * Discuss changes in the network and identify any uncovered additions to the network.
- * Focus on how much it will cost the customer.
- * Discuss your priorities and why you need the sale.

NEW QUESTION 26

Which business benefit of on-time renewals on Cisco products and services is valid?

- * ability to ensure that our TAC cases get priority over others
- * exclusive relationship with the customer
- * access to training programs and material
- * rebates and discounts from Cisco

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 key implication on-time renewals have for an IT provider company?

- * incentives will be paid
- * improved customer satisfaction
- * no major impact if sales are on plan
- * recurring business is preserved

NEW QUESTION 29

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

- * Removing adoption barriers.
- * Define the account forecast.
- * Manage and mitigate renewal risk.
- * Align partners on training.

NEW QUESTION 30

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

NEW QUESTION 31

Which approach should be applied when renewing a quote?

- * Product led approach
- * Solutions led approach
- * Reward led approach
- * Concerns led approach

NEW QUESTION 32

Which strategy contributes to the successful renewal of service contracts?

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

NEW QUESTION 33

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

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

NEW QUESTION 34

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

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

NEW QUESTION 35

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

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

NEW QUESTION 36

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

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

NEW QUESTION 37

Which statement best describes the Success Plan?

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

NEW QUESTION 38

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

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

NEW QUESTION 39

Which critical task must be performed during the qualification phase?

- * Renewal plan development
- * Validate customer inventory
- * Quote delivery
- * Develop a success plan

NEW QUESTION 40

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

- * Look for revenue streams through co-termination
- * Validate the customer's business needs
- * Explore upsell opportunities
- * Focus on benefits

NEW QUESTION 41

Which group of products are enterprise networking products?

- * Routing,Switching,Access Points
- * Salesforce,Box,AWS
- * Iwan,Viptela,Meraki
- * WAN,LAN,Wireless

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