Question 1

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

Options:

A- ability to ensure that our TAC cases get priority over others

B- exclusive relationship with the customer

C- access to training programs and material

D- rebates and discounts from Cisco

Answer:

D

Explanation:

On-time renewals on Cisco products and services can provide various business benefits to customers, such as ensuring continuous support, access to the latest software updates, and improved security and performance. One of the benefits that is valid according to the Cisco Renewals Manager exam is rebates and discounts from Cisco. This means that customers who renew their contracts on time can

enjoy lower prices and incentives from Cisco, which can help them reduce their total cost of ownership and increase their return on investment.

Question 2

Question Type: **MultipleChoice**

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

Options:

A- incentives will be paid

B- improved customer satisfaction

C- no major impact if sales are on plan

D- recurring business is preserved

Answer:

B

Question 3

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

Options:

A- present quote to customer

B- examine previous purchases

C- identify the latest technology release

D- understand the customer's objectives

Answer:

D

Explanation:

a solutions-led sales approach is:

A sales methodology that focuses on understanding the customer's business needs, challenges, and objectives

A consultative process that involves discovering, proposing, validating, and closing solutions that deliver value and outcomes for the customer

A way of differentiating Cisco and partners from competitors by offering integrated solutions that leverage Cisco's portfolio and expertise

The first step in a solutions-led sales approach is to understand the customer's objectives, which includes:

Asking open-ended questions to uncover the customer's pain points, goals, and priorities

Listening actively and empathetically to the customer's responses

Confirming and summarizing the customer's objectives and expectations

Question 4

Question Type: MultipleChoice

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

Options:

A- development of a customer-centric view for achieving value from their portfolio

B- provide scheduling for resolving customer qual y issues

C- generate financial data that indicates a customer's propensity to renew

D- grow incremental annual recurring revenue

Answer:

A

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

Question 5

Which statement is the most accurate description of the Health Index?

Options:

A- a tool for service providers to determine what stage of the lifecycle to offering training solutions

B- an ongoing measurement of customer sentiment

C- a measurement tool for resolving specific product quality issues and adoption barriers

D- an ongoing measurement of several key customer health indicators

Answer:

D

Explanation:

the Health Index is:

An ongoing measurement of several key customer health indicators, such as adoption, satisfaction, retention, and expansion

A tool that helps Cisco and partners monitor and improve customer outcomes and experiences

A score that ranges from 0 to 100, where higher scores indicate better health

Question 6

Which action should a Renewals Manager take first?

Options:

A- Assign an RS to priority accounts

B- Meet and confirm the AM, CSS, CSM and their resources

C- Meet the customer and perform a renewals diagnosis

D- Download contract data and develop a renewals strategy

Answer:

D

Explanation:

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

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