Question 1

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

Options:

A- renewal rate

B- new products

C- EOL 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

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

Question 2

Question Type: **MultipleChoice**

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

Options:

A- optimization

B- support

C- training

D- advisory

Answer:

D

Explanation:

According to the Cisco website1, advisory services from Cisco and their partners provide expert guidance and data-driven insights to help customers architect and optimize their IT environment. Advisory services can help customers with:

IT strategy and planning

Business and technology alignment

IT governance and operating models

IT transformation and innovation

IT performance and optimization

Question 3

Question Type: **MultipleChoice**

Which statement best describes an Accelerator?

Options:

A- An on-call service for customer support

B- A one-on-one deep dive on network issues

C- A one-on-one coaching engagement covering specific use cases

D- A hosted one-to-many educational webinar with live expert Q and A

Answer:

C

Explanation:

An Accelerator is a one-on-one coaching engagement covering specific use cases that Cisco offers to its customers and partners to help them implement new technology faster and more easily. An Accelerator is a remote session with a fixed scope and a demonstrable benefit at completion. An Accelerator can cover topics such as design, configuration, migration, integration, optimization, or troubleshooting of Cisco products and solutions.An Accelerator is different from an on-call service, a deep dive on network issues, or a hosted webinar, which are not part of the Cisco Accelerator program

Question 4

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

Options:

A- Services priced based on usage

B- Services packages tailored to specific customer needs

C- Customers can develop their own service offerings

D- On-call, 24/7 service technicians at all levels

Answer:

B

Explanation:

The primary customer value of the Cisco Services Portfolio is that it offers services packages tailored to specific customer needs. The Cisco Services Portfolio is a comprehensive set of services that help customers achieve their IT vision and strategy, optimize their IT operations, and accelerate their business outcomes. The Cisco Services Portfolio includes four types of services: Support, Advisory, Optimization, and Training. Each type of service provides different levels of value and benefits to customers, depending on their needs and goals. Customers can choose the services that best suit their situation, budget, and expectations, and customize them to their specific use cases and scenarios.The Cisco Services Portfolio enables customers to get the most out of their Cisco products and

solutions, as well as address their challenges and opportunities in a flexible and effective way.

Question 5

Question Type: **MultipleChoice**

Which discussion point helps up sell a customer?

Options:

A- Focus on what the customer already has covered on the network.

B- Discuss changes in the network and identify any uncovered additions to the network.

C- Focus on how much it will cost the customer.

D- Discuss your prior ties and why you need the sale.

Answer:

B

Explanation:

A discussion point that helps up sell a customer is to discuss changes in the network and identify any uncovered additions to the network. This discussion point can help us understand the customer's current situation, needs, and challenges, as well as uncover any gaps or opportunities for improvement. By discussing changes in the network, we can show our interest and curiosity in the customer's business, as well as demonstrate our expertise and credibility in providing solutions. By identifying any uncovered additions to the network, we can highlight the risks and costs of not having adequate protection or support for those additions, as well as propose relevant products or services that can address those issues. This discussion point can help us create value for the customer, as well as differentiate our offering from competitors.

Question 6

Question Type: **MultipleChoice**

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

Options:

A- Barriers Predicted

B- Solution Renewal

C- Adoption Barriers Overcome

D- Success Plan Hypothesis

Answer:

B

Explanation:

The area of the Success Plan that the Renewal Manager is responsible for is Solution Renewal. The Success Plan is a document that captures the account team's strategy and actions to achieve customer success. It defines the customer's desired outcomes, identifies the potential barriers and risks, outlines the key milestones and deliverables, and assigns roles and responsibilities to the account team members. The Solution Renewal area of the Success Plan covers the activities related to renewing the customer's contract, such as reviewing the current solution, assessing the customer's satisfaction and value realization, proposing any improvements or enhancements, negotiating the terms and conditions, and executing the renewal agreement.The Renewal Manager is in charge of leading and managing the Solution Renewal area of the Success Plan, as well as collaborating with other account team members, such as Customer Success Managers, Account Executives, or Sales Engineers.

Question 7

Question Type: **MultipleChoice**

What does iARR measure?

Question 8

Question Type: **MultipleChoice**

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

Options:

A- Risk Assessment

B- Risk Mitigation

C- Review new opportunities

D- Terms negotiation

Answer:

A

Question 9

Question Type: MultipleChoice

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

Options:

A- upsell percentage

B- percentage of contracts closed

C- renewal success rate

D- iARR rate

Answer:

C

Explanation:

The primary measurement of success for a Renewals Manager is the renewal success rate, which is the percentage of customers who renew their contracts with Cisco at the end of their term. The renewal success rate reflects the Renewals Manager's ability to retain customers and revenue, as well as to increase customer satisfaction and loyalty. The renewal success rate is calculated by dividing the number of customers who renew by the number of customers who are eligible to renew in a given period.The renewal success rate is different from other metrics such as upsell percentage, percentage of contracts closed, or iARR rate, which are not directly related to the Renewals Manager's role or performance.

Question 10

Question Type: **MultipleChoice**

Which statement best describes an Ask the Expert session?

Options:

A- A pre-recorded webinar from an expert

B- A hosted educational webinar with live expert Q and A

C- A 24-7 phone line providing expert advice

D- A one on one coaching engagement covering specific use cases

Answer:

C