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**Shared by Kane on 29-01-2024**

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# Question 1

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**Question Type:** MultipleChoice

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When renewing a contract with a customer, which action is important?

## Options:

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- A- Start discussions once the contract has expired.
- B- Validate customers business needs.
- C- Do not offer any financing solutions.
- D- Propose only the most important part of the solution.

## Answer:

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B

## Explanation:

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When renewing a contract with a customer, it is important to validate their business needs and ensure that the current solution is still meeting their expectations and goals. By validating their business needs, you can demonstrate your understanding of their situation, identify any gaps or challenges they are facing, and propose any improvements or enhancements that can add value to their

experience. Validating their business needs can also help you build trust and loyalty with the customer, as well as uncover any opportunities for upselling or cross-selling additional products or services that can benefit them.

## Question 2

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**Question Type:** MultipleChoice

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Which steps to develop a renewal quote are valid?

### Options:

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

### Answer:

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A

## Question 3

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**Question Type:** MultipleChoice

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Which statement best describes the Success Plan?

### Options:

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

### Answer:

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B

## Question 4

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**Question Type:** MultipleChoice

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What does TPV mean?

**Options:**

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**A-** Total Product Value

**B-** Total Partner View

**C-** Telepresence Value

**D-** Total Partner Value

**Answer:**

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B

## Question 5

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**Question Type: MultipleChoice**

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What is the main purpose of CCW-R?

### Options:

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

### Answer:

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C

### Explanation:

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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

## Question 6

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Question Type: MultipleChoice

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What is the Cisco definition of a Reusable Non-Standard Discount (RNSD)?

**Options:**

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- A-** A discount applied to Cisco products and/or service list pricing and for a continual or ongoing basis.
- B-** A limited time discount applied to Cisco products and/or services.
- C-** A priority discount applied to third-party products for perpetuity.
- D-** A discount applied to refurbished or reused Cisco hardware that includes service contracts.

**Answer:**

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B

## Question 7

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Support
- B- Advisory
- C- Optimization
- D- Training

**Answer:**

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B

**Explanation:**

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Cisco offers different types of service offerings to help customers achieve their IT vision and strategy, such as support, optimization, training, and advisory. Among these options, the one that best helps define the customer's IT vision and strategy is advisory. Advisory services from Cisco provide expert guidance and insights to help customers design and deploy new solutions, streamline existing operations, or optimize their IT. Advisory services can also help customers align their IT goals with their business priorities, identify opportunities for innovation and growth, and measure and report on key performance indicators.



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