P9560-043.VCEplus.premium.exam.48q

VCE to PDF Converter : https://vceplus.com/vce-to-pdf/
Facebook: https://www.facebook.com/VCE.For.All.VN/
Twitter : https://twitter.com/VCE_Plus

P9560-043

IBM Business Partner SaaS Support Mastery Test v1

Version 1.0

Exam A

QUESTION 1

Which of the following is NOT a responsibility for the IBM Business Partner?

A. Show the client how to use the IBM SaaS Support chat function
B. Best practices consultation
C. Errors and problem resolution
D. Problem ownership, including escalation to IBM using the proper channels when necessary

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Reference: https://www.ibm.com/support/customer/csol/soweb/pdf/archive/sow/ch-en/bupa/scibmservicesuitebp.pdf

QUESTION 2 Which of the following is NOT true when opening a SaaS
Support ticket?

A. Access https://support.ibmcloud.com and click to the product you support
B. Click "open a ticket" on the support home page
C. If the Business Partner needs to include an attachment, they should email it to the IBM SaaS Support email address provided referencing the ticket submittedD. Click "Finish" to submit the ticket

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.ibm.com/mysupport/s/?language=en_US

QUESTION 3 What is considered an aspect of the support relationship for Level 1 Support delivered by the IBM
Business Partner?

A. Manage all communication with your End User
B. Manage End User satisfaction issue
C. Obtaining additional information from the End User for debugging
D. All of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4 Which of the following is true when dealing with problems regarding IBM Software Support Client Ownership and
Problem Resolution?

A. Do not document record of your commitment to the client in the problem in case it cannot be met
B. If unable to meet commitments, contact the client with an explanation and current status
C. Provide a resolution only at the time agreed on with the client even if the problem is resolved before then
D. A and B

Correct Answer: D

Section: (none)
Explanation
Explanation/Reference:

QUESTION 5 Which of the following is NOT true regarding the IBM
contact types?

A. The STC is the Site Technical Contact for the End User. There is only one STC
B. The TC is the Technical Contact. There is only one TC
C. The Authorized User is the person at a Support Providers site is designated by the PTSC or SSTC to open and view PMRsD. The Authorized Reader is the person at the Support Providers site to view PMRs

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 What is NOT considered a responsibility for the IBM
Business Partner?

A. Tracking customer incidents/cases in a tracking tool
B. Logging all calls
C. Opening a new ticket for every call
D. Having committed response times

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7 What is NOT considered Level 1 Support delivered by the IBM
Business Partner?

A. Resolve/ answer how-to, education and technical questions and provide best practices consultation
B. Advise IBM Support on how to get additional information directly from the End User as needed to reproduce the error or problem
C. Submit content to fill any knowledge gaps that exist in the IBM knowledge based support portal for the IBM SaaS product.
D. For any critical issues (Severity 1) escalated to IBM, have resources available to jointly work with IBM until relied can be obtained (in line with IBM's standard 24x7 for critical problems.)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8 Which of the following is NOT true regarding opening a new service request in the
IBM SR Tool?

A. "New Service Request" can be found under Service Requests & PMRs
B. Complete the title and problem description of the service request
C. Severity, Request Type, Operation System, Tracking ID and file attachments are required fields
D. After "Add file to queue", enter your contact information, review your entries and "Create Request" to see the confirmation page

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Reference: https://www-01.ibm.com/support/docview.wss?uid=nas8N1011377

QUESTION 9 Which of the following is NOT true regarding registering for the
IBM SR Tool?

A. If you are already registered as a customer there is no need to make changes to your registration
B. Choose a product to display shortcut links in this module
C. Go to Accessing SR tab and the click on the link to access SR
D. Click on the register now link to get an IBM ID

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10 Which of the following is NOT true regarding customer terminology for IBM
Software Support?

A. ICN is the IBM Customer Number used to identify a customer when accessing an electronic service request
B. SITE ID is used to specify the IBM support rep's location. There may be multiple sites
C. STC or Site Technical contact is responsible for overall support compliance for the end customer's site
D. Primary Contact is the customer site's designated person for all IBM communications regarding changes to the contract

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 Which of the following is NOT true
regarding IBM Support?

A. IBM Strives for high quality software; however, software is by its nature not totally defect free
B. Problems do not need to be reported
C. Problem determination is a joint effort between IBM Support and the IBM Business Partner
D. None of the above

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 Which of the following is part of the
End User's Role?

A. Submitting all issues on one ticket
B. Selecting a severity level only when the ticket is urgent
C. Reopening the ticket and resubmitting to IBM Support if the problem is not resolved

D. Informing of major upgrades/implementations of their system
Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 Which of the following is true regarding contacting IBM
SaaS Support?

A. The Support Portal should be your primary means of communication
B. SaaS Support Hours are consistent across product groups
C. A and B
D. Neither A nor B

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 Which of the following is NOT true regarding the IBM Service
Request (SR)?

A. You can submit and manage PMRs on demand 24/7
B. You need to describe your software problem using a list of preferred technical terms
C. You can receive email notifications when an update has been made to your PMR
D. You can attach environment and troubleshooting files with PMR

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www-01.ibm.com/support/docview.wss?uid=swg21607749&aid=3

QUESTION 15 Which of the following is NOT a listed goal
for IBM Support?

A. Rapid response to your requests
B. Defer high risk fixes to avoid impacting additional clients
C. High quality fixes and information
D. Both A and C

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16 Which of the following is true when dealing with problems regarding IBM Software Support Updating
Problem Record?

A. Ensure the personal communications have been deleted
B. Ensure the problem records contain the only the original information

C. Ensure the action plans are clearly documented in problem records
D. B and C

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 Which of the following is part of the checklist for creating a IBM SaaS
Support ticket?

A. Keep the questions/issues together on one Support Ticket/Incident/Case
B. Have IBM Support select the severity based on their judgment on the business impact
C. Keep IBM Support informed of major upgrades/ implementations to your system (where applicable)
D. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18 What is considered Level 2 Support provided by IBM to the IBM
Business Partner?

A. Provide an update to the ticket only when the issue is resolved
B. For any critical issue (Severity 1) have resources available to jointly work with the Business Partner until relief can be obtainedC. Accept direct calls or on-line interaction from the
   IBM Business Partner End Users
D. Both A and B

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19 Which of the following is NOT true regarding
severity levels?

A. A Severity Level 1 example includes the inability of the client to access services resulting in a critical impact on operations
B. A Severity Level 2 examples includes restricted functionality causing the client to be in jeopardy of missing business deadlines
C. A Severity Level 2 example includes an issue, but the functionality is usable and it is not a critical impact on operations
D. A Severity Level 4 example includes an inquiry or non-technical request

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www-01.ibm.com/support/docview.wss?uid=ibm10776041

QUESTION 20
Which of the following is NOT true regarding the IBM Software Support Knowledge base?
A. IBM Support Site, IBM developerWorks and IBM Business Partnerworld are some of the knowledge bases available

B. The IBM Support Site is updated once a day
C. Self-assist support is provided 24/7
D. Business Partners are able to contribute to the IBM Support Knowledge base and provide feedback

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21 Which of the following is NOT true regarding
severity levels?

A. Severity 4 response time is within 1 business day during M-F business hours
B. Severity 3 response time is within 4 business hours during M-F business hours
C. Severity 2 response time is within 2 business hours during M-F business hours
D. Severity 1 response time is within 1 hour during M-F business hours

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.ibm.com/support/home/pages/support-guide/?product=4105975

QUESTION 22 Which of the following is NOT true when dealing with Problem Record Management
and Ownership?

A. Make sure the client concurs with problem closure
B. If the client concurs, simply close the problem record
C. If no concurrence, discuss what is needed to close the problem
D. Document client concerns

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23 Which of the following is true regarding the IBM
Support Portals?

A. eMessage Support can be found in the Software Support Portal
B. IBM Coremetrics Support can be found in Software Support Portal
C. Soon all products will be supported through the Software Support Portal
D. IBM Unica products are found in the Software Support Portal

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24

Which of the following is NOT true regarding the SaaS Support Portal Knowledgebase?

A. The Knowledgebase allows you to look for answers to your questions before you open a support ticket
B. The Knowledgebase is available 24/7
C. The Knowledgebase allows you to search for commonly asked questions
D. The Knowledgebase directs you to appropriate contact for product documentation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25 Which of the following is NOT true regarding the
Support Portal?

A. The Business Partner can select and move to a products list, products they are interested in
B. The products of interest limits the Support Portal to only those products selected improving the quality of results when searchingC. Product communication is only received via email
D. You can customize products, content and frequency of communication with IBM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26 What is considered Level 2 Support provided by IBM to the IBM
Business Partner?

A. Includes the Technical Support as specified in the applicable TOU
B. As feasible, providing solutions, workarounds or fixes for errors/problems
C. Add content to IBM knowledge base support portal(s) for the IBM SaaS products to fill any knowledge gaps that exist for known errors or problemsD. All of the above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27 Which of the following is NOT true regarding the
escalation process?

A. To begin the process, you must submit a NEW ticket through http://support.ibmcloud.com with the issue summary line of "Escalation"
B. Include in the body, the ticket number needing escalation in the format of 5377-XXXXXXX
C. Include in the body, the reason for the escalation request on the previously submitted tickets (Please also include Client ID that was used to open the ticket), so we may prioritize your requests accordingly
D. It is okay to request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
QUESTION 28 Which of the following is true when dealing with problems regarding IBM Software Support Client Control and
Problem Ownership?

A. Make all efforts to contact the client within response criteria for the problem's priority using the client's preferred method of contact
B. If preferred method of contact fails there is no need to try other methods
C. The Problem Owner is only responsible for solving the problem
D. The Problem Owner is not accountable for the client' s satisfaction

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29 Which of the following is true regarding setting up users in the IBM SR Tool?

A. Support registration is the administrator or site technical contact view
B. User administration is the authorized user view
C. User administration allows you to add a new user
D. A and B

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30 What step below is NOT part of the "Contacting Support" process?

A. Business partner logs into the SaaS Support Portal
B. Business partner creates a ticket and selects the appropriate severity level
C. Soon all products will be under Software Support
D. End User contacts Level 2 for any updates needed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31 Which of the following is NOT true regarding severity levels?

A. Severity 1 is considered critical business impact
B. Severity 2 is significant business impact
C. Severity 3 is non-technical impact
D. Severity 4 is inquiry or non-technical impact

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:
Reference: https://www-01.ibm.com/support/docview.wss?uid=ibm10776041

QUESTION 32 What is the role of IBM Support in the IBM
Support Model?

A. Work directly with the IBM Business Partner
B. Interact directly with the clients
C. Provide fixes to known problems
D. Both A and C

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33 Which of the following features are true regarding the SaaS Support
Knowledgebase?

A. The "Knowledge Base" sub-tab allows you to search for the same FAQs by products and service categories
B. For any knowledge base articles and FAQs found in the "Knowledge Base" or "Search" tab, you can opt to subscribe to the topic. This will allow you to receive notifications on any new documentation added to the portal related to
   thetopics that interest you
C. A and B
D. Neither A nor B

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34 Which of the following is NOT true regarding Severities, Initial Response
Times and SLOs?

A. Sev 1 is critical impact with response time within 2 business hours
B. Sev 2 is significant business impact with response time within 2 business hours
C. Sev 3 is minor business impact with response time within 4 business hours
D. Sev 4 is minimal business impact with response time within 1 business day

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35 Which of the following
statements is NOT true?

A. The IBM Business Partner will provide Level 1 Support to the end users and pass through to the end users, as applicable, the support IBM Software and SaaS Support provides the Business Partner
B. IBM Software and SaaS Support will provide the technical support defined as Level 2 support. The Business Partner agrees to be the interface to the end user for this support
C. At IBM's discretion IBM may elect to interact directly with your End User to resolve an error or problem with our without notifying the Business Partner
D. When an issue requires the assistance of IBM Software and SaaS Support, you will work as the primary coordinator to the end user until the problem is resolved

Correct Answer: D
Section: (none)
Explanation

QUESTION 36 Which of the following is true regarding the Software
Support Portal?

A. The Software Support Portal is the main portal for all product offerings
B. The Software Support Portal is the main portal for eMessage
C. The Software Support Portal is the main portal for IBM Unica
D. The Software Support Portal is the main portal for IBM Sterling

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.ibm.com/mysupport/s/?language=en_US

QUESTION 37 Which of the following features regarding the SaaS
Support is NOT true?

A. The "Get Help" tab in the top left corner of the SaaS Support Portal puts you in direct contact with live Support
B. The "Search" sub-tab allows you to search for available FAQs related to your question and dynamically populates search results as you type phrase related to your issue
C. The "Downloads" sub-tab includes product and service documentation that can be downloaded and saved to your desktop for reference at a later date or distribution across your teamD. Use the "Search" box to find FAQs related to
    your inquiry. Scroll to the bottom for downloadable documents

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38 Which of the following is true regarding the escalation process for IBM
Software Support?

A. A technical escalation process occurs when IBM support has been non-responsive or service by IBM support has been unacceptable
B. A non-technical escalation process occurs when the information and resolution provided by IBM Support has not been accepted
C. Business impact, severity level, request for a duty manager is needed when requesting an escalationD. Crit Sit or Critical Situation is always used when escalation a process

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39 Which of the following is NOT included when opening a Problem Management Record (PMR) in the
IBM SR Tool?

A. Requested date and time that the end user wants the issue resolved
B. Business impact
C. Operating system where the failure is occuring
D. Actions taken to resolve
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 Which of the following is true regarding accessing
the IBM SR Tool?

A. You cannot register from the Software Support page, you must go back to the home page
B. Under "Service Request & PMRs" you can manage support registrations
C. When your first login it will prompt you for the PMR number
D. B and C

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41 Which of the following is NOT a step in requesting access to the IBM Service
Request (SR) Tool?

A. Request access, enter your IBM customer number, select the country region, and click Submit
B. Verify email address, click the Send Verification Email button
C. Enter registration code you receive from your manager
D. Registration success, click return back to My Agreements to see the status of your access request

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42 Which of the following is NOT true regarding searching and viewing a service request in the
IBM SR Tool?

A. "Search" can be found under Service Requests & PMRs
B. Service Request Number, Dates, Date Ranges, and Request Status are options to search
C. You can only filter on open or closed requests
D. You cannot filter on severity

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43 Which of the following is NOT required when contacting IBM
SaaS Support?

A. Your name, company name, email ID and telephone number with extension
B. End User contact information so that IBM Support can contact them directly
C. Ticket/Incident/Support Case number (as applicable)
D. Support entitlement identifiers such as Client ID, Mailbox ID, or IBM Customer Number as appropriate for the offering

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 44 Which of the following is NOT true regarding the SaaS
Support Portal?

A. "View my Support" in the SaaS Support portal allows you to manage submitted tickets
B. Click the desired ticket number to view ticket history, provide additional information or close a ticket
C. Only open tickets can be viewed under "View my Support"
D. Search for a specific ticket by typing in your ticket number or the subject of ticket in the filter box

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45 The IBM Business Partner is responsible for which
of the following?

A. Performing technical analysis on error/problem submitted to IBM Level 2 Support
B. Resolving/answering how-to, education and technical questions and provide best practices consultation
C. Trying to debug and resolve unknown errors/problems with the IBM SaaS products before opening a Level 2 ticket
D. Both A and C

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46 Which of the following is NOT true regarding the checklist for
creating a PMR?

A. Define the problem in English and be specific
B. Gather background information such as version and previous issues
C. Determine the business impact and assign severity
D. Business Partner passes the ownership of the product management record to IBM Support

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
IBM SaaS Support does NOT include which of the following?
A. Perform technical analysis on errors/problems
B. Network design
C. Diagnosis and analysis of non-IBM products
D. Both B and C

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 What is the role of the IBM Business Partner in the IBM
Support Model?

A. Work directly with the client
B. Direct clients to product support for assistance
C. Escalate all issues to product support
D. Focus on the underlying IBM software products contained within the Intelligent Operations Center and their individual features

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference: