

QUESTIONS & ANSWERS

Kill your exam at first Attempt



IBM

M9560-231

*IBM Software Subscription & Support Sales Mastery
Test v1*



DEMO

Find some pages taken from full version

Following pages are for demo purpose only. Demo pages are randomly taken from full version.

Full version can be different from the demo version.

You can request the updated Demo by contacting support@killexams.com.

For Details about Full version Click <http://killexams.com/pass4sure/exam-detail/M9560-231>

If your client does not renew their subscription and support coverage by their anniversary date, which of the following could apply?

- A. They could expect to pay a higher costs for reinstatement for S&S.
- B. They will lose their rights to call IBM Technical Support for software assistance and help.
- C. They will lose their rights to download new software versions and/or releases.
- D. All of the above.

Answer: D

QUESTION: 18

The "Total Points" and "Total Price" values on your renewal quote report are.

- A. values based on the clients full Renewal Quote
- B. the sum of line items across all of your clients renewal quotes that are still "Open"
- C. your opportunity projection for that client
- D. the sum of quote line items for that client that you are authorized to view via your Passport Advantage Online for Reseller site.

Answer: D

QUESTION: 19

How does a client authorize "Full View Access" to their renewal quote?

- A. Client must send an email to their IBM Renewal Rep containing their authorization request.
- B. Client can contact their Reseller.
- C. The Reseller contacts their VAD with the request.
- D. There is no such thing as "Full View Access".

Answer: A

Explanation:

The customer can send an email to their IBM Software Maintenance Renewal Representative (as shown on the customer's Renewal Quote) requesting a specific Reseller

be given full view access to their Renewal Quote. The Reseller will then be able to view all the customer's renewal line-items on Passport Advantage Online for resellers. Note: Only one Reseller at a time can be given full view access in this manner.

QUESTION: 20

An IBM client that has current Subscription and Support coverage is allowed to have how many callers calling in for technical support?

- A. 25 callers
- B. 50 callers
- C. 100 callers
- D. Unlimited callers

Answer: D

Explanation:

Responsible for overall support compliance for your Passport Advantage Site, the PSTC is responsible for creating and managing a list of up to 9 Secondary Site Technical Contacts (SSTCs) and an unlimited number of Authorized Callers who can access IBM's Service Request (SR).

KILL EXAMS

KILLEXAMS.COM

For More exams visit <http://killexams.com>



KILLEXAMS.COM

Kill your exam at First Attempt....Guaranteed!