

# QUESTIONS & ANSWERS

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**IBM**

## **M9560-670**

*IBM SVP Primary Support Provider Mastery Test v1*



# DEMO

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D. Because both parties have a case open on the issue, the Primary Support Provider and the IBM Customer Support engineer are required to jointly present the final solution to the customer

**Answer:** A

**Reference:**

[https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson\\_1\\_ibm\\_software\\_sup\\_port\\_provider\\_overview\\_v11.03.21.pdf](https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_software_sup_port_provider_overview_v11.03.21.pdf) (slide 11)

**QUESTION:** 22

During the problem determination analysis, which pieces of information are imperative to collect from customers in order to verify the problem?

- A. Contact information for troubleshooting and customer log/error message history
- B. Log/error message history and verification of the program version and operating system
- C. Contact information for troubleshooting and customer time and effort spent on resolving issue
- D. Review of other customers who have experienced similar situations and time and effort spent on resolving the issue

**Answer:** B

**Reference:**

[https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson\\_2\\_ibm\\_software\\_sup\\_port\\_provider\\_processes\\_and\\_practices\\_v11.03.21.pdf](https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_sup_port_provider_processes_and_practices_v11.03.21.pdf) (slide 12)

**QUESTION:** 23

Which of these best describes a Primary Support Provider's Level 1 Customer Support responsibilities?

- A. Taking the first support call from their customer and escalating it to IBM
- B. Logging all calls in a call tracking system and utilizing the tools available to troubleshoot the issue.
- C. Testing new software versions of IBM products and communicating the release of said software to customers that have purchased the software from IBM.
- D. Incorporating and testing any program fix provided by IBM Customer Support (as

appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the customer.

**Answer:** B

**Reference:**

[https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson\\_1\\_ibm\\_software\\_support\\_provider\\_overview\\_v11.03.21.pdf](https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_software_support_provider_overview_v11.03.21.pdf)

**QUESTION:** 24

How should a Primary Support Provider respond to an aggressive customer who is waiting for a product fix?

- A. Hang up
- B. Tell them IBM Customer Support has let you down
- C. Stay calm and reset their expectations
- D. Tell them IBM Customer Support will probably provide a fix soon

**Answer:** C

**QUESTION:** 25

Which of the following is a way to validate that a customer is eligible for support?

- A. Priority Level
- B. Analyst's Discretion
- C. Support Entitlement
- D. Passport Advantage

**Answer:** A

**Reference:**

[https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson\\_2\\_ibm\\_software\\_support\\_provider\\_processes\\_and\\_practices\\_v11.03.21.pdf](https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_support_provider_processes_and_practices_v11.03.21.pdf) (Slide 5)

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