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QUESTION & ANSWER

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Exam : **M9560-670**

Title : IBM SVP Primary Support
Provider Mastery Test v1

Version : DEMO

1.Are Primary Support Providers expected to know how to submit content?

- A.Yes, in all instances
- B.Yes, but only for certain products
- C.Yes, but only for certain customers
- D.No

Answer: A

2.When should a Primary Support Provider use the telephone to communicate with a customer that has logged a support call with them?

- A.When the customer has to be told bad news
- B.When the customer is in a different timezone
- C.When the message includes links to documentation
- D.When the message has to be conveyed to more than one person

Answer: A

3.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

Explanation: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)

4.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

Explanation:https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_support_provider_processes_and_practices_v11.03.21.pdf(slide 12)

5.How should a Primary Support Provider find whether a specific version of an IBM product has an Active support status?

- A.Open a Problem Management Report (PMR) with IBM Customer Support
- B.Consult the IBM Software Support Lifecycle website
- C.Ask their customer
- D.Post the question on an on-line forum.

Answer: B

Explanation:<http://www-01.ibm.com/software/support/lifecycle/>