

C9560-023^{Q&As}

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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QUESTION 1

What team has been created by IBM to manage Client Satisfaction issues, including complaint management, and duty manager requests?

- A. Client Support Priority Operations
- B. Customer Satisfaction Project Office
- C. Customer Support Production and Operations
- D. Complaints and Severe Production issues Operations

Correct Answer: B

QUESTION 2

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF

QUESTION 3

A Level 1 Support Provider is working on a problem for ACME Corporation in Springfield, North Carolina. The Level 1 Support Provider has instructed the customer to apply a much needed product fix to the already in production system and it has caused some unexpected results to the system. Data is being corrupted by the system. The System Administrator at ACME has halted all use of the system to ensure that data is no longer affected by this problem.

Due to the critical nature of this problem the Level 1 Support Provider has reported this problem as a Severity 1 (highest) to IBM Tivoli Customer Support. The support provider has provided all the logs and information that has been requested by the IBM Tivoli Support Engineer.

Several days have gone by and the Support Provider has not heard back from the engineer working on the PMR. ACME Corporation is now losing an average of \$7000.00 USD per day because the maintenance crew has had to revert to a very time consuming paper system to continue their daily operation. The support provider has sent e-mails and tried calling the engineer requesting an update to the PMR but is not getting any response back.

What two options are available to the support provider to receive the help they need to expedite a solution for ACME? (Choose two.)

- A. Ask for a Duty Manager by calling IBM Support.
- B. Wait another day. Calling will only slow down the resolution process and can distract Level 3 Support from fixing the issue.
- C. Ask the IBM Sales representative to consider opening a Complaint or nominate the PMR as a Critical Situation or (Crit Sit).
- D. Call IBM and ask for the Severity to be raise to the highest level (0). That will trigger a complaint to be filed with the Customer Support Production and Operations (CSPO) team.
- E. Remove the fix was applied to the system to prevent further delays and continue to use it. Once the IBM Support Engineer has replied back with the proper fix then apply it to the system.

Correct Answer: AC

QUESTION 4

What is the minimum length of time that technical support will be offered for certain products under the Enhance IBM Support Lifecycle policy?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance End of Support
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. A minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Correct Answer: B

QUESTION 5

What do Support Technical Exchange (STEs) webcasts provide?

- A. only post deployment information
- B. hints and tips which are seen in the field
- C. fee based education utilizing pre-recorded webcasts
- D. pre-recorded webcasts which do not allow for QandA with subject matter experts

Correct Answer: B

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