C9560-023 ^{Q&As}

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QUESTION 1

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 2

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.

B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.

C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.

D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Correct Answer: C

QUESTION 3

To which tier of support does IBM route PMRs submitted by Support Providers?

A. Support Providers PMRs receive no special routing.

B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.

C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.

D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Correct Answer: B

QUESTION 4

Which two statements are true pertaining End of Support? (Choose two.)

A. There are no follow-on products with the same product identifier.

B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.

C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.

D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.

E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

Correct Answer: AB

QUESTION 5

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

A. 2%

B. 5%

C. 10%

D. 15%

Correct Answer: C

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