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# C9560-023 <sup>Q&As</sup>

## IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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**QUESTION 1**

What is Assist On-Site?

A. An IBM education program used to create and deliver client customized training.

B. An IBM dedicated resource who resides at the client\\'s site to advise on technical issues.

C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.

D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

**QUESTION 2**

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

A. approval from the End User

B. the customer\\'s Telephone number

C. the customer\\'s contact name and address

D. to be registered with IBM and have a login ID

E. to be setup as an Authorized User or a Site Technical Contact

Correct Answer: DE

**QUESTION 3**

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 4**

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

A. Ask the customer to contact IBM Tivoli Support directly.

B. Remain the owner of the issue and work with IBM Tivoli Support.

C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.

D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

**QUESTION 5**

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

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