

QUESTIONS & ANSWERS

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IBM

P9560-043

IBM Business Partner SaaS Support Mastery Test v1

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Question: 42

What is NOT considered a responsibility for the IBM Business Partner?

- A. Tracking customer incidents/cases in a tracking tool**
- B. Logging all calls**
- C. Opening a new ticket for every call**
- D. Having committed response times**

Answer: C

Question: 43

What is NOT considered Level 1 Support delivered by the IBM Business Partner?

- A. Resolve/ answer how-to, education and technical questions and provide best practices consultation**
- B. Advise IBM Support on how to get additional information directly from the End User as needed to reproduce the error or problem**
- C. Submit content to fill any knowledge gaps that exist in the IBM knowledge based support portal for the IBM SaaS product.**
- D. For any critical issues (Severity 1) escalated to IBM, have resources available to jointly work with IBM until relief can be obtained (in line with IBM's standard 24x7 for critical problems.)**

Answer: B

Question: 44

Which of the following is NOT true regarding the IBM contact types?

- A. The STC is the Site Technical Contact for the End User. There is only one STC**
- B. The TC is the Technical Contact. There is only one TC**
- C. The Authorized User is the person at a Support Providers site is designated by the PTSC or SSTC to open and view PMRs**
- D. The Authorized Reader is the person at the Support Providers site to view PMRs**

Answer: B

Question: 45

Which of the following is true when dealing with problems regarding IBM Software Support Client Ownership and Problem Resolution?

- A. Do not document record of your commitment to the client in the problem in case it cannot be met**
- B. If unable to meet commitments, contact the client with an explanation and current status**
- C. Provide a resolution only at the time agreed on with the client even if the problem is resolved before then**

D. A and B

Answer: D

Question: 46

Which of the following is NOT true when opening a SaaS Support ticket?

- A. Access <https://support.ibmcloud.com> and click to the product you support**
- B. Click "open a ticket" on the support home page**
- C. If the Business Partner needs to include an attachment, they should email it to the IBM SaaS Support email address provided referencing the ticket submitted**
- D. Click "Finish" to submit the ticket**

Answer: A

Reference: https://www.ibm.com/mysupport/s/?language=en_US

Question: 47

What is considered an aspect of the support relationship for Level 1 Support delivered by the IBM Business Partner?

- A. Manage all communication with your End User**
- B. Manage End User satisfaction issue**
- C. Obtaining additional information from the End User for debugging**
- D. All of the above**

Answer: C

Question: 48

Which of the following is NOT a responsibility for the IBM Business Partner?

- A. Show the client how to use the IBM SaaS Support chat function**
- B. Best practices consultation**
- C. Errors and problem resolution**
- D. Problem ownership, including escalation to IBM using the proper channels when necessary**

Answer: C

Reference: <https://www.ibm.com/support/customer/csol/soweb/pdf/archive/sow/ch-en/bupa/scibmservicesuitebp.pdf>

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