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Exam : M9560-670

Title : IBM SVP Primary Support Provider
Mastery Test v1

Vendors : IBM

Version : DEMO

NO.1 Which of these best describes a Primary Support Provider's Level 1 Customer Support responsibilities?

- A. Taking the first support call from their customer and escalating it to IBM
- B. Logging all calls in a call tracking system and utilizing the tools available to troubleshoot the issue.
- C. Testing new software versions of IBM products and communicating the release of said software to customers that have purchased the software from IBM.
- D. Incorporating and testing any program fix provided by IBM Customer Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the customer.

Answer: B

Reference:https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_software_support_provider_overview_v11.03.21.pdf

NO.2 Which party owns the responsibility of communicating a Problem Management Record (PMR) solution to the end customer?

- A. The Primary Support Provider will provide the final solution to the customer because they own the relationship with the customer
- B. Since they are most familiar with the code, the IBM Developer will provide the final solution to the customer
- C. The IBM Customer Support engineer will provide the final solution to the customer, because they own the relationship with the customer.
- D. Because both parties have a case open on the issue, the Primary Support Provider and the IBM Customer Support engineer are required to jointly present the final solution to the customer

Answer: A

Reference:https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_software_support_provider_overview_v11.03.21.pdf(slide 11)

NO.3 When troubleshooting, it is imperative to gather log files from what time period?

- A. After the issue occurred
- B. Before the issue occurred
- C. When the issued occurred
- D. One month before and one month after the issue occurred

Answer: B

NO.4 Which upload protocols are supported by the ECuRep Tool?

- A. SCP, TCP, FTP and Secure FTP
- B. TCP, UUCP, HTTP and HTTPS
- C. E-mail, HTTP and HTTPS, FTP and Secure FTP
- D. E-mail, UUCP, SCP, TCP

Answer: C

Reference:<http://www-05.ibm.com/de/support/ecurep/send.html>

NO.5 What is the recommended IBM technology that may be used to view and control remote environments in order to troubleshoot an issue?

- A. Same time
- B. Fix Central
- C. Assist On-Site
- D. Electronic Service Request

Answer: C

Reference:<http://www-304.ibm.com/support/assistonsite/>

NO.6 What is required of the customer when a Primary Support Provider wishes to escalate an issue to IBM Customer Support?

- A. The customer must open a Problem Management Report (PMR) through the Service Request (SR) Portal.
- B. The customer must grant IBM Customer Support access to their systems so they can upgrade their software.
- C. There is no customer requirement, the Primary Support Provider will escalate the issue to IBM Customer Support
- D. The customer must install the latest version and patches of the software before IBM Customer Support can be engaged.

Answer: C

NO.7 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 time zone
- C. When the message includes links to documentation
- D. When the message has to be conveyed to more than one person

Answer: A

NO.8 What steps should a Primary Support Provider take before escalating an issue to IBM Customer Support1?

- A. Ask the customer to download product documentation
- B. Forward emails from the customer to IBM Customer Support
- C. Run IBM Support Assistant Lite, get all MustGather information, search the IBM Knowledge Base
- D. All of the above

Answer: C