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QUESTION & ANSWER

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Exam : P9560-043

Title : IBM Business Partner SaaS Support Mastery Test v1

Version : DEMO

1.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

2.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

3.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

4.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

5.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