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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