



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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#### QUESTION 1

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

- A. 2%
- B. 5%
- C. 10%
- D. 15%

Correct Answer: C

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#### QUESTION 2

What does the acronym ICN stand for?

- A. Identity Country Name
- B. Internal Contact Name
- C. IBM Customer Number
- D. Identification Correspondence Number

Correct Answer: C

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#### QUESTION 3

Which IBM website provides community-based resources, such as forums, blogs and wikis concerning IBM products?

- A. developerWorks
- B. Information Center
- C. Passport Advantage
- D. Electronic Service Request

Correct Answer: A

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#### 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

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#### QUESTION 5

If an individual needs to search knowledge for several products in one step, how can this be done?

- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

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