



C9560-023^{Q&As}

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QUESTION 1

Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

- A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBM's standard 5x8 support).
- B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.
- C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.
- D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.
- E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

QUESTION 2

Where can the most thorough searches on support be performed?

- A. anywhere with a search dialog
- B. top header of any IBM.com web page
- C. always from a specific product support page
- D. IBM Software Support Home page IBM.com/software/support

Correct Answer: D

QUESTION 3

What do Support Technical Exchange (STEs) webcasts provide?

- A. only post deployment information
- B. hints and tips which are seen in the field
- C. fee based education utilizing pre-recorded webcasts
- D. pre-recorded webcasts which do not allow for QandA with subject matter experts

Correct Answer: B



QUESTION 4

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

QUESTION 5

What is Assist On-Site?

- A. An IBM education program used to create and deliver client customized training.
- B. An IBM dedicated resource who resides at the client's site to advise on technical issues.
- C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.
- D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

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