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QUESTION 1

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

QUESTION 2

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

- A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.
- B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.
- C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.
- D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Correct Answer: C

QUESTION 3

Which IBM PMR Severity definition could be described as "A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made"?

- A. Severity 1
- B. Severity 2
- C. Severity 3
- D. Severity 4

Correct Answer: D

QUESTION 4

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

- A. approval from the End User



- B. the customer's Telephone number
- C. the customer's contact name and address
- D. to be registered with IBM and have a login ID
- E. to be setup as an Authorized User or a Site Technical Contact

Correct Answer: DE

QUESTION 5

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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