



# SDM\_2002001040<sup>Q&As</sup>

SDM Certification - CARE

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#### QUESTION 1

NSN's internal drive testing team has found that the quality of the customer Network has decreased over time. What should the responsible Care Program Manager do?

- A. Nothing. The customer's own planning department take care of network quality.
- B. NSN has a good solid business with the customer with a very limited number of reported problems and a very profitable contract. CaPM simply tells the customer that NSN will provide planning support free of charge.
- C. CaPM informs the Account Manager about the quality issue in the customer network and expects the CT to act on the information if they want to increase sales.
- D. CaPM sees an opportunity to increase the Care revenues by providing additional proactive services. Therefore s/he engages the team to make a business proposal for the additional services.

Correct Answer: D

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#### QUESTION 2

What is the main purpose of Care SWS Preventive Services or Active Software Support (ASWS)?

- A. To provide an up-selling opportunity for CaPMs.
- B. To prevent revenue loss for the CT.
- C. To improve network availability and avoid problems before they occur.
- D. to provide a full range of services designed to suit the Communications Service Provider's needs.

Correct Answer: C

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#### QUESTION 3

Who is the main responsible person to drive the Care Contract Renewal through the whole renewal process after the Internal Kick-off Meeting?

- A. Care Program Manager.
- B. Care Renewal Leader.
- C. Care Service Engagement Manager.
- D. CT Head.

Correct Answer: B

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#### QUESTION 4



If a CSDA gets declined, how much notice should be given to a customer that services will terminate?

- A. 10 working days.
- B. 30 working days.
- C. 30 calendar days.
- D. CT Head decides.

Correct Answer: D

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#### QUESTION 5

Care Sales represents a proportion of total NSN sales. What approximately is that proportion?

- A. 0,05.
- B. 0,1.
- C. 0,2.
- D. 0,3.

Correct Answer: B

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