



C9560-023^{Q&As}

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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QUESTION 1

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact

Correct Answer: D

QUESTION 2

Which two items should be provided when escalating an issue to IBM Tivoli Support? (Choose two.)

- A. severity of issue
- B. description of the business impact
- C. does customer have a development system
- D. preferred method of contacting the customer
- E. number days the ticket has been open with the partner

Correct Answer: AB

QUESTION 3

Which is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

QUESTION 4

What is the name of the technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step how-to instructions?



- A. Redbook
- B. TechNote
- C. product white papers
- D. Tivoli Reference Guides

Correct Answer: A

QUESTION 5

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 IBMs 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

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