



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

## Pass IBM C9560-023 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/c9560-023.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by IBM Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





#### QUESTION 1

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 2

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

- A. Select just one product and only one keyword.
- B. Select the product, operating system and a date range.
- C. Target a wide set of records, by using just one keyword.
- D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

---

#### QUESTION 3

What is the IBM Tivoli Support response goal for severity 1 PMRs outside business hours?

- A. within 1 hour
- B. within 2 hours
- C. within 30 minutes
- D. within 90 minutes

Correct Answer: B

---

#### QUESTION 4

IBM customer support provides information and processes designed to help its customers successfully use the IBM software they acquired by providing which two options to customers? (Choose two.)

- A. fixes to known problems



- 
- B. a global network of support centers with expertise across their broad portfolio
  - C. on-site IBM consultants to implement the software they have purchased from IBM
  - D. a global network of implementation consultants with expertise across our broad portfolio
  - E. a global network of support centers and developers in 247 countries with the sole purpose of fixing known problems the same day they are reported

Correct Answer: AB

---

#### QUESTION 5

Which item can be sent to a Support Provider using e-mail as a temporary solution?

- A. upgrade
- B. source code
- C. new release
- D. hotfix or test fix

Correct Answer: D

[C9560-023 VCE Dumps](#)

[C9560-023 Practice Test](#)

[C9560-023 Braindumps](#)