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**Exam** : **P9560-043**

**Title** : IBM Business Partner SaaS  
Support Mastery Test v1

**Vendor** : IBM

**Version** : DEMO

**NO.1** Which of the following is true regarding the escalation process for IBM Software Support?

- A.** A non-technical escalation process occurs when the information and resolution provided by IBM Support has not been accepted
- B.** A technical escalation process occurs when IBM support has been non-responsive or service by IBM support has been unacceptable
- C.** Business impact, severity level, request for a duty manager is needed when requesting an escalation
- D.** Crit Sit or Critical Situation is always used when escalation a process

**Answer:** B

**NO.2** What is the role of IBM Support in the IBM Support Model?

- A.** Work directly with the IBM Business Partner
- B.** Provide fixes to known problems
- C.** Interact directly with the clients
- D.** Both A and C

**Answer:** B

**NO.3** Which of the following is true when dealing with problems regarding IBM Software Support Updating Problem Record?

- A.** Ensure the personal communications have been deleted
- B.** Ensure the action plans are clearly documented in problem records
- C.** Ensure the problem records contain the only the original information
- D.** B and C

**Answer:** B

**NO.4** Which of the following is NOT true regarding the Support Portal?

- A.** The products of interest limits the Support Portal to only those products selected improving the quality of results when searching
- B.** You can customize products, content and frequency of communication with IBM
- C.** The Business Partner can select and move to a products list, products they are interested in
- D.** Product communication is only received via email

**Answer:** D

**NO.5** What is NOT considered Level 1 Support delivered by the IBM Business Partner?

- A.** Advise IBM Support on how to get additional information directly from the End User as needed to reproduce the error or problem
- B.** For any critical issues (Severity 1) escalated to IBM, have resources available to jointly work with IBM until relief can be obtained (in line with IBM's standard 24x7 for critical problems.)
- C.** Submit content to fill any knowledge gaps that exist in the IBM knowledge based support portal for the IBM SaaS product.
- D.** Resolve/ answer how-to, education and technical questions and provide best practices consultation

**Answer:** A

