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Exam : **M9560-670**

Title : IBM SVP Primary Support Provider Mastery Test v1

Version : DEMO

1.Are Primary Support Providers expected to know how to submit content?
A.Yes, in all instances
B.Yes, but only for certain products
C.Yes, but only for certain customers
D.No
Answer: A

2.When should a Primary Support Provider use the telephone to communicate with a customer that has logged a support call with them?
A.When the customer has to be told bad news
B.When the customer is in a different timezone
C.When the message includes links to documentation
D.When the message has to be conveyed to more than one person
Answer: A

3.Which of the following is a way to validate that a customer is eligible for support?
A.Priority Level
B.Analyst's Discretion
C.Support Entitlement
D.Passport Advantage
Answer: A
Explanation:https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_support_provider_processes_and_practices_v11.03.21.pdf(Slide 5)

4.During the problem determination analysis, which pieces of information are imperative to collect from customers in order to verify the problem?
A.Contact information for troubleshooting and customer log/error message history
B.Log/errormessage history and verification of the program version and operating system
C.Contact information for troubleshooting and customer time and effort spent on resolving issue
D.Review of other customers who have experienced similar situations and time andeffort spent on resolving the issue
Answer: B
Explanation:https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_support_provider_processes_and_practices_v11.03.21.pdf(slide 12)

5.How should a Primary Support Provider find whether a specific version of an IBM product has an Active support status?
A.Open a Problem Management Report (PMR) with IBM Customer Support
B.Consultthe IBM Software Support Lifecycle website
C.Ask their customer
D.Post the question on an on-line forum.
Answer: B
Explanation:http://www-01.ibm.com/software/support/lifecycle/