C9560-023^{Q&As}

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QUESTION 1

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

A. 2%

B. 5%

C. 10%

D. 15%

Correct Answer: C

QUESTION 2

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

A. feeds can include IBM stock prices

B. feeds can be filtered using keywords

C. feeds are updated several times a day

D. feeds are delivered using IBM proprietary standards

E. feeds may be customized to include PMR information

Correct Answer: BC

QUESTION 3

Which IBM PMR Severity definition could be described as "A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made"?

A. Severity 1

B. Severity 2

C. Severity 3

D. Severity 4

Correct Answer: D

QUESTION 4

What does the acronym ICN stand for?

A. Identity Country Name

B. Internal Contact Name

C. IBM Customer Number

D. Identification Correspondence Number

Correct Answer: C

QUESTION 5

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

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