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QUESTION 1

Who should be the responsible person in NSN to discuss with the Customer\\'s Operations Manager the needed services and their view on the current Care Contract?

A. Account Manager or Care Program Manager.

B. Account Manager.

C. Care Program Manager.

D. Service Engagement Manager.

Correct Answer: A

QUESTION 2

How does an NSN-PRS report show that SAP / accounting system and NELLE are set-up consistently?

A. The half-year total remains stable.

B. The totals coming from NELLE and SAP / accounting system match.

C. It compares the GIC structure with the Service Order structure.

D. Forecasted and actual cost and sales are on the same GICs.

Correct Answer: D

QUESTION 3

The customer is opening a trouble ticket because the product they bought doesn\\'t have a feature considered important to them. What does the Care Program Manager have to do?

A. Treat it as a normal case.

B. Contact the relevant business line and ask for the new feature and inform the Customer that they have the right to open tickets for any request related to delivered equipment.

C. Explain to Customer that the requested feature is not part of contractually agreed deliverables in Care, hand the request over to relevant SSM, AM or CT Head, inform Customer that commercial team will clarify their request and close the ticket.

D. Inform Customer that commercial team will clarify their request and close the ticket, then contact the

relevant business line and ask for the new feature.

Correct Answer: C

QUESTION 4

Who is responsible for ensuring the setup and availability of online services (NOLS, RAS, etc.) as agreed with the customer?

A. Care Program Manager.

B. SWS Manager.

C. HWS Manager.

D. CT Head.

Correct Answer: A

QUESTION 5

What needs to be done if a 3rd Party Service Contract is due to expire?

A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.

B. Care Program Manger should inform Product Line.

C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.

D. The Care Program Manager should inform the Service Engagement Manager.

Correct Answer: A

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