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QUESTION 1

Who is the person responsible for following up on case handling?

- A. Customer Performance Manager (CpFM).
- B. Care Program Manager.
- C. Care Program Coordinator.
- D. Care Technical Manager.

Correct Answer: A

QUESTION 2

What is the purpose of the Care Agreement?

- A. To set terms and conditions of Care Services performance.
- B. To list Customer Network topology.
- C. To define Contract Performance Bonds.
- D. To define penalties in the case of late delivery.

Correct Answer: A

QUESTION 3

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 4

What is the Assist tool?

- A. A relational Database.



- B. A knowledge management tool.
- C. A helpdesk data entry tool.
- D. We don't use this tool in NSN Care.

Correct Answer: B

QUESTION 5

Who is responsible for identifying Care business opportunities and new up-selling possibilities?

- A. The Care Program Manager supported by the CT Head.
- B. The Care Program Manager supported by the FandC Controller.
- C. Multiple roles working in the Care Organization supported by the Care Program Manager.
- D. Care Program Coordinator if assigned, otherwise Care Program Manager.

Correct Answer: C

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