



# SDM\_2002001040<sup>Q&As</sup>

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#### QUESTION 1

Which of the following statements is true for GCC charges?

- A. Account will be charged for escalated tickets only.
- B. Account will be charged for logged tickets, even when solved locally.
- C. Account will be charged a fixed monthly allocation.
- D. Account will be charged the working time from WTR.

Correct Answer: A

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#### QUESTION 2

Can we recognize revenue based on a Letter of Intent?

- A. Yes, as long as prices, scope of work and payment terms are specified.
- B. Yes, when it is a contract renewal situation and negotiations are advancing.
- C. Yes, if the Letter of Intent refers to the continuation of terms and conditions of the previous Care Agreement.
- D. Yes, if a Letter of Intent is legally binding under applicable law.

Correct Answer: D

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#### QUESTION 3

The Care Plan should be updated:

- A. At least once per year.
- B. Only after each contract change.
- C. After each change to Care setup described.
- D. On customer request only.

Correct Answer: C

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#### 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

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#### QUESTION 5

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

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