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IBM

M9560-231 Exam

IBM Software Subscription & Support Sales Mastery Test v1

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DEMO VERSION (LIMITED CONTENT)

Questions & Answers

Version: 7.0

Question: 1

IBM Software Subscription & Support includes what two of the following components?

A. Premium support and version upgrades/rights.
B. Business partner services and version upgrades/rights.
C. Technical support and version upgrades/rights.
D. Technical support and Premium Support.

Answer: C

Explanation:
A comprehensive product upgrade and Technical Support solution, IBM Software Subscription and Support, available through IBM Passport Advantage and Passport Advantage Express, delivers:
product upgrades—new releases and new versions—at your convenience
phone and online Technical Support—when, where, and how you choose

Question: 2

How can you determine if a quote line item is prorated to align it with the client ‘s anniversary date?

A. There is an incident in front of prorated line items.
B. The renewal line item coverage dates are less than 12 months.
C. The renewal line item coverage dates are for a full 12 months.
D. There is no way to tell.

Answer: C

Explanation:
* Since the order must be placed before the renewal line item due date for the incentive to apply, only Subscription & Support line items with a renewal line item due date AFTER (but not including) April 1, 2013 qualify in North America. In Europe, the start date for this incentive is July 1, 2013 for Subscription & Support renewal line items with due dates
AFTER (but not including) July 1, 2013.

Question: 3

If your client has questions about their use of technical support and software downloads, who should they call?

A. IBM Technical Support Team
B. IBM Software Renewals Representative
C. IBM Software Client Leader

D. IBM Business Partner Sales Representative

Answer: A

Explanation:
A comprehensive product upgrade and Technical Support solution, IBM Software Subscription and Support, available through IBM Passport Advantage and Passport Advantage Express, delivers:
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