

QUESTIONS & ANSWERS

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IBM

C2010-940

IBM Tivoli Level 1 Support Tools and Processes

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QUESTION: 36

What is a difference in the handling of FastPath PMRs in comparison to other OneTeam PMRs?

- A. Customer will receive less Service for FastPath PMRs.
- B. FastPath PMRs will be quickly transferred to Back End.
- C. FastPath PMRs will not be worked on by the Front End.
- D. Customer will not be contacted in national language for FastPath PMRs.

Answer: B

QUESTION: 37

Which guidelines must be followed when a FrontEnd engineer transfers a PMR to the Back End?

- A. FastPath guidelines
- B. OneTeam guidelines
- C. guidelines on Product Support page
- D. guidelines on www3.ibm.com/oneteam

Answer: B

Reference:

<http://www-03.ibm.com/certify/tests/objC2010-024.shtml>

QUESTION: 38

When working on a OneTeam PMR, how does a Front End engineer show that they have primary responsibility for the PMR from the beginning to the end?

- A. Taking Ownership and marking this in the Owner field of the PMR.
- B. Taking Ownership and marking this in the Keyword 1 field of the PMR.
- C. Write their name in the PMR text and explain that they are responsible for this

PMR.

D. Enter their name in the Resolver field of the PMR and demonstrate responsibility for resolution.

Answer: D

QUESTION: 39

Which action must be done by a Front End (FE) engineer in order to requeue a PMR to the Back End (BE) queue using CCWIN?

- A. Increase the AGS set level up to 6.
- B. Contact BE by phone or using Same time chat.
- C. E-mail BE notifying them of the upcoming customer PMR.
- D. Fill in the "NEXT QUEUE" field with the FE feedback queue.

Answer: D

QUESTION: 40

If the OneTeam format alter is 1654 for your geography. What would be the command to report FA 1654 on a PMR managed by RETAIN?

- A. type p;1654
- B. type fa 1654
- C. type format alter and insert 1654
- D. type fa and fill in the format alter number with 1654

Answer: B

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