

Cisco 650-126

**Cisco Substation Automation Account Manager
Knowledge Verification
Version: 4.0**

QUESTION NO: 1

What are the hours of live coverage currently on the Smart Grid PDI Help Desk?

- A. 7 a.m. to 7 p.m. in all time zones
- B. 7 a.m. to 7 p.m. U.S. Eastern Time
- C. 24 hours a day, 7 days a week in all time zones except GMT+1-like Cisco TAC
- D. 8 a.m. to 5 p.m. U.S. Pacific Time

Answer: A

Explanation:

QUESTION NO: 2

Where can trained employees of a Cisco ATP partner get help for presales, design, and implementation questions?

- A. The utility customer does all this work without support.
- B. They can use Cisco TAC.
- C. They can go to the Cisco PDI Help Desk for Smart Grid ATP partners.
- D. They can go to the Cisco.com website.

Answer: C

Explanation:

QUESTION NO: 3

How many levels or types of priority can be assigned on a Cisco TAC case?

- A. 1
- B. 3
- C. 4
- D. 2

Answer: C

Explanation:

QUESTION NO: 4