IBM

Exam C9510-526

IBM Application Integration Middleware L1 Support Application Development

Version: 6.0

[Total Questions: 55]

Question No : 1

When files are requested, a service given code of "W9" is utilized. What service given code is utilized when the files arrive?

A. 19
B. 39
C. 99
D. R9

Answer: B

Question No : 2

The customer has expressed their concern on one of their Severity 1 Priority 1 Problem Management Records (PMRs) and has requested a call back from management. The L1 support professional needs to inform the Duty manager about the customer's escalation.

How does the L1 support professional find the Duty manager?

From the:

A. BluePages
B. PMR scratch pad
C. Contact Reference File (CRF)
D. Account Representative responsible for the customer

Answer: C

Question No : 3

At what stage must the OneTeam Format Alter (1654) be completed?

A. During Problem Management Record (PMR) closure.
B. When analyzing the problem.
C. Before escalating the PMR to L2 support.
D. After the customer has been contacted for the first time.

Answer: B

Question No : 4

Which one of the following is a valid format when sending a file to ECuRep?

A. 87656 724 999.config.txt
B. 87876.724.0LDconfig.txt
C. 87876765724config.txt
D. 87654.0LD.049config.txt

Answer: A
Reference: http://www-01.ibm.com/support/docview.wss?uid=swg21138787

Question No : 5

Which one of the following troubleshooting and diagnostic tools available for customers, is designed to primarily help answer questions and gather data for support personnel.

A. IBM Assist on Site
B. IBM Software Assistant
C. IBM Support Assistant
D. IBM Electronic Knowledge Database

Answer: C
Reference: http://ps-2.kev009.com/basil.holloway/ALL%20PDF/webhndbk.pdf (page 12, Gather Relevant diagnostic information)

Question No : 6

When setting a follow up (FUP) date with the customer, what should the L1 support professional do?

A. Choose a date that is best for the L1 support professional.
B. Inform the customer in writing of the date of the next follow up, and set the date to that date.
C. In talking with the customer, ask them when it would be best to set a follow up and set the date to that date.
D. If working on a voice Problem Management Record (PMR). ask the customer for the date, or. if working on an electronic PMR. advise of the date.

Answer: C

Question No : 7

When working on a Problem Management Record (PMR), how should the L1 support professional contact the customer?

A. Email the customer as it is quicker than calling them.
B. Communicate in the fashion desired by the customer.
C. Call or email them, both are useful tools of communication.
D. Call the customer as it is quicker to talk to them to figure out the issue.

Answer: A

Question No : 8

The server "ftp.ecurep.ibm.com" is an anonymous FTP server, who can access this server?

A. Every one as it'sacess is public from the internet.
B. Only IBM employees where they can access it from the intranet.
C. IBM employees that are registered in ECuRep.
D. IBM employees and Customers who are registered in ECuRep

Answer: D

Question No : 9

Which command should be used within RETAIN to find the archived Problem Management Record (PMR) 12340.130,702?