



IBM

M9560-231 Exam

IBM Software Subscription & Support Sales Mastery Test v1

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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: product upgrades—new releases and new versions—at your convenience
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