IBM

C2010-024

IBM Tivoli Level 2 Support Tools and Processes

QUESTION: 45
An engineer working in the Back End (BE) receives a new One-Team PMR from the Front End (FE). What should the Next Q field contain?

A. the FE engineer's monitored queue
B. the BE engineer's monitored queue
C. the NextQ field is only used for escalation
D. nothing, the NextQ will be filled in by the BE

Answer: C

QUESTION: 46
A PMR has been opened. The client prefers contact using e-mail. Where does the Front End engineer report this information in the PMR?

A. in the scratch pad
B. in the Keyword 1 field KW1
C. in the Keyword 2 field KW2
D. in the OneTeam format alter

Answer: B

QUESTION: 47
The client has been contacted. How is this contact recorded in CCWin or RETAIN while dispatched to the PMR?

A. CCWin - click the Contact button on the PMR Notebook; RETAIN - issue the CT command.
B. CCWin - click the Dispatch button on the PMR Notebook; RETAIN - issue the CD command.
C. CCWin - click the Stop Assist option in the PMR "Actions" menu; RETAIN - issue the ST command.
D. CCWin - click the Stop Time button on the Problem Management Window; RETAIN - issue the CM command

Answer: A

QUESTION: 48
What does a Back End (BE) engineer need to document for follow-up commitments?

A. when the PMR will un-FUP
B. when the BE engineer will work the PMR next
C. who will initiate the next client/engineer contact
D. when the next client/engineer contact should occur
E. the method the BE engineer will use to communicate with the customer

Answer: C, E

QUESTION: 49
Once a Non-OneTeam PMR created using Service Request has been received, which method should be used to contact the customer?

A. Contact the client using the provided e-mail address in the PMR.
B. Contact the client using the provided preferred method of contact.
C. Contact the client using the provided telephone number in the PMR.
D. Contact the client simply by updating the PMR and setting it for follow-up.

Answer: B

QUESTION: 50
In a OneTeam PMR, whose Retain ID should be in the Owner ID field?

A. the ID of the Back End engineer
B. the ID of the Front End engineer
C. the ID of the SME for the product
D. the ID of the centralized GTS center

Answer: A

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