

IBM

Exam C2180-526

**IBM Application Integration Middleware L1 Support Application
Development**

Version: 6.0

[Total Questions: 55]

Question No : 1

While talking to a customer regarding a Problem Management (PMR), the customer raises a different "moderate impact" question.

What should the L1 support professional do?

Answer the unrelated question and:

- A. do nothing further.
- B. document it in the current PMR.
- C. open a new severity 3 PMR.
- D. open a new PMR at the same severity as the original PMR.

Answer: D

Question No : 2

Communication is not what the L1 support professional says. It is what the customer hears and what they think the L1 support professional meant. It is the perception. NOT the:

- A. intent.
- B. words.
- C. information.
- D. understanding.

Answer: D

Question No : 3

A Level 1 support professional is working with a customer and notices the customer is getting more and more upset. The Problem Management Record (PMR) is being handled properly and the Level 1 support professional inquires if there are other issues being experienced outside of this PMR. The customer states that they have 12 PMRs open across WebSphere Application Server, WebSphere MQ. and WebSphere Message Broker. They are very frustrated as all of their PMRs are severity/priority 1 and they are not receiving any resolution.

What should the Level 1 support professional do?

- A. Advise the customer a Proactive Critical Situation (CritSit) is being opened.
- B. Advise the customer to get with their Customer Support Rep to add the PMRs to their CritSit.
- C. Advise the customer that it takes time and many cycles to resolve a PMR and to be more patient.
- D. Advise the customer that IBM is doing everything possible to resolve their PMRs.

Answer: A

Question No : 4

What is the best reason for quality written technical communication?

- A. Allows IBM to stay competitive, helps sell the product, provides greater understanding of message, and ensures less confusion of meaning and intent.
- B. Allows IBM to be competitive, provides greater understanding of message, and ensure less confusion of meaning and intent.
- C. To ensure our clients can read and understand emails.
- D. To ensure our customers can understand what has been written.

Answer: B

Question No : 5

What is measured by Service Given Days? The number of days from Call Entry (CE) to the:

- A. first instance of a final service given code on PMRs.
- B. last instance of a final service given code on PMRs.
- C. non-definitive last service given code on PMRs.
- D. T9 service given code.

Answer: A

Question No : 6

An L1 support professional has received a Problem Management Record (PMR), and identified an Authorized Program Analysis Report (APAR). The APAR has recently been raised and a test fix is available from Level 3. The L1 support professional has guided the customer through downloading this temporary fix.

How should the L1 support professional update the PMR?

Code a Service Given (SG) for:

- A. Code defect.
- B. fix test given.
- C. Circumvent given.
- D. Install assistance for an APAR or Program Temporary Fix (PTF).

Answer: D

Question No : 7

What is the usage of the Post Sales database (PSdb) Web site?

- A. It allows the customers to search for their problem in other reported Problem Management Records (PMRs)
- B. It allows the Support Professionals to search for their problem in other reported PMRs.
- C. It allows both customers and Support professionals to search for their problem in other reported PMRs.
- D. It helps support professionals determine what documents they will need from the customer according to their product.

Answer: D

Question No : 8

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.