

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's access 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?