

IBM

Exam M2110-231

IBM Software Subscription & Support Sales Mastery Test v1

Version: 6.0

[Total Questions: 20]

Question No : 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 No : 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 No : 3