

IBM

Exam M9560-231

IBM Software Subscription & Support Sales Mastery Test v1

Version: 6.0

[Total Questions: 20]

Question No : 1

When do clients receive their first Software Renewal Quote and Letter?

- A. 75 days before their renewal anniversary
- B. 90 days before their renewal anniversary
- C. 45 days before their renewal anniversary
- D. 30 days before their renewal anniversary

Answer: B

Explanation: The client will receive a renewal quote 75 - 90 days in advance of your next IBM Software Subscription and Support anniversary date.

Question No : 2

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 : 3

What specific renewal data can a Reseller/VAD view when they access Renewals via Passport Advantage Online?

- A. All Renewal line items for all clients they have sold licenses or renewals to in the past.
- B. Only renewal line items associated with the Reseller/VAD prior year's transactions.