TESTPASSPORT

練 習 問 題



高 品 質 な 学 習 リ ソ ー ス

https://www.testpassport.jp

1年間無料アップデート

Exam : **C2180-526**

Title : IBM Application Integration Middleware L1 Support Application Development

Version : DEMO

1.A Level 1 support professional would like to be kept informed of product-specific news or updated support content, such as publications, hints and tips, technical notes, product flashes (alerts) and downloads, and drivers. What is the advantage of the My Support webpage?
The information:
A. can be personalized.
B. will be translated to the National Language.
C. can be animated like a Power Point presentation.
D. can be refreshed to always show current information.
Answer: A

2.On EcuRep what file action for the problem analysis section is valid?
A. Explore
B. Search Files
C. Log analyzer
D. IBM Thread and Monitor Analyzer
Answer: A

3.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)

4.As a L1 support professional there are numerous Problem Management Record (PMR) tools that can be utilized. When should Assist On Site (AOS) be used instead of IBM Support Assistant (ISA)?
To:
A. run diagnostic tools
B. collect the correct set of documentation
C. search numerous databases concurrently
D. remote log-in to a client's machine to assist in gathering log files
Answer: C

5.The IBM Support Assistant (ISA) Blue tool is an?
A. internal tool to capture audit trail information of customer navigation to support site.
B. internal offering for IBM SWG products for support professionals, providing an integrated and extensible toolset for problem resolution
C. externally available tool for customers
D. tool for both internal and external use
Answer: D

6.What is the purpose of the externally available IBM Support Assistant (ISA) tool?
It is an IBM tool:
A. for the customer entitlement process.
B. to open an Enhancement Request.
C. where customers are able to download software products.
D. that helps customers find answers and resolve issues with IBM software products.
Answer: D

7.Which one of the following functions is provided by the Technical Support organization flashes?
A. Search, List by Product ID, Activity last 12 month
B. List by product. Activity last month. List by Doc ID
C. Advanced Search, List by submitter. Activity last month
D. List by Product Activity last 12 month. Search by submitter
Answer: C

8.A L1 support professional needs to assist the customer in collecting log files. Which is the best state of Assist on Site (AOS) to do this?
A. chat only
B. view only
C. take over / full control
D. shared keyboard and mouse
Answer: C

9.What would a L1 support professional use Really Simple Syndication (RSS) feed for?
A. as a reliable tool for Site Services.
B. to change a Web page.
C. to program an application.
D. to subscribe to updates from a Web page.
Answer: A

10.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