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M2110-231

IBM Software Subscription & Support Sales

Mastery Test v1 Exam

DEMO

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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

If your client has questions about their use of technical support and software downloads, who should they call?

- A. IBM Technical Support Team
- B. IBM Software Renewals Representative

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- C. IBM Software Client Leader
 - D. IBM Business Partner Sales Representative

Answer: A

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: 4

How does a Reseller/VAD obtain their Renewal Data?

- A. Resellers/VAD proactively pull their data.
- B. The client emails their Reseller their renewal quote.
- C. The Reseller/VAD calls IBM renewal desk.
- D. IBM emails Resellers/VAD a file with their data.

Answer: A

Explanation: IBM recommend Resellers/VADs pull their renewal data every 17th day.

QUESTION NO: 5

The "Reseller Authorization" field associated with each line item is _____.

- A. the Reseller's current certification level
- B. the VAD's current certification level
- C. the certification level required to sell that line item
- D. does not mean anything

Answer: B

Explanation: See step 4 below.

How to become authorized If the products you intend to sell require authorization, follow the steps below.

Value Advantage Plus requires an approved solution containing a product within the Product group(s) you want to sell.

SVI requires one sales and two technical certifications, in the product group(s) you want to sell.

QUESTION NO: 6

Who should a Reseller contact if they have a problem accessing the Passport Advantage Online for Reseller site?

- A. Your local eCare team
- B. IBM Technical Support team
- C. Passport Advantage Hotline
- D. Primary site contact

Answer: A

Explanation: See need assistance below.

Passport Advantage Online

Need Assistance -- includes worldwide contact information for our eCustomer Care team.

Reporting -- allows you to view agreement information and generate reports of customer activity. The reports can be viewed online, printed and downloaded in comma delimited or XML file formats. You may view information or generate reports based on Passport Advantage or Passport Advantage Express customers.

Account management -- enables your primary and secondary contacts to grant access to additional users of Passport Advantage Online for resellers. You may also request view access to additional Reseller Sites if you are the primary contact for more than one Site.

Reference -- keeps you updated on the Passport Advantage program with the latest enhancements, presentations and overviews.

*If you are a Reseller and do not have an IBM registration user ID and password for Passport Advantage Online for resellers, please contact eCustomer Care.

QUESTION NO: 7

The "Total Points" and "Total Price" values on your renewal quote report are_____.

- A. values based on the clients full Renewal Quote
- B. the sum of line items across all of your clients renewal quotes that are still "Open"
- C. your opportunity projection for that client
- D. the sum of quote line items for that client that you are authorized to view via your Passport