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Exam : **M2110-231**

Title : IBM Software Subscription &
Support Sales Mastery Test v1

Vendor : IBM

Version : DEMO

NO.1 How does a new user know they have been given authorization to access their company's Passport Advantage Online site?

- A. The Primary Contact needs to call the user.
- B. The IBM system sends an email and instructions to the user.
- C. An IBM Renewal Rep leaves you a voicemail message.
- D. There is no way to know just keep trying.

Answer: B

NO.2 What is the sole source for Resellers and VAD to access IBM SW Subscription & Support renewal information for their client?

- A. IBM emails Resellers and VAD a copy of their client Renewal Quote
- B. The client must send the Reseller a copy of their renewal quote.
- C. Renewal Line item information accessed via their Passport Advantage Online for Resellers Site.
- D. The VAD emails a copy of their client quote to the Business Partner.

Answer: C

Explanation:

Passport Advantage Online enables you to:

*Access entitled software-download or request a media pack.

*Renew IBM Software Subscription and Support or acquire licenses for your Sites[s] by browsing the popular offerings catalog or IBM quotes

Etc.

NO.3 If your client does not renew their subscription and support coverage by their anniversary date, which of the following could apply?

- A. They could expect to pay a higher costs for reinstatement for S&S.
- B. They will lose their rights to call IBM Technical Support for software assistance and help.
- C. They will lose their rights to download new software versions and/or releases.
- D. All of the above.

Answer: D

NO.4 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.
- C. All Renewal line items for all clients they have sold licenses to regardless of when the licenses were sold.
- D. Their client's entire IBM Software Subscription & Support quote.

Answer: C

NO.5 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.

NO.6 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.