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Exam : **C2090-045**

Title : IBM Information Management
Front End Tools and Processes

Vendor : IBM

Version : DEMO

NO.1 What is the meaning of Premium Support - Onsite Technical Support Services?

- A. Helping to design a customer solution.
- B. Manage customer when he is complaining.
- C. Performs product installation at the customers' site.
- D. Provides on-site knowledge transfer and hands on training.

Answer: D

Reference:<http://www-304.ibm.com/support/customer/sas/f/handbook/offerings.html#5>

NO.2 What action must always be performed before submitting a new DCF technote?

- A. Forward the PMR to the BackEnd.
- B. Install the DCF Item Creator application.
- C. Ask the customer if they agree to open a technote.
- D. Check for duplicate items in CAST or the Technote Database.

Answer: D

NO.3 When does a PMR need to be re-entitled?

- A. When the product compid is changed.
- B. When the customer cannot speak English.
- C. When customer's telephone number is changed.
- D. When you find an APAR for the customer's problem.

Answer: A

NO.4 Which RETAIN commands allow an engineer to modify an EPSAR record?

- A. ARandPSAR
- B. EPS and sar
- C. TIME and DATE
- D. CR and CT and cc

Answer: D

NO.5 Where can content of a published Technote be found?

- A. in CAST
- B. in CCWIN
- C. in RETAIN
- D. in the Lotus Notes FrontEnd Support teamroom

Answer: B

NO.6 What is purpose of the Assist on Site (AOS) tool?

- A. It is a remote tool by which a BackEnd engineer can contact their customer.
- B. It is a remote tool by which IBM Learning Services can perform remote education for a customer.
- C. It is a remote tool by which a technical support engineer can contact another peer for problem analysis.
- D. It is a live remote-assistance tool by which a technical support engineer can assist a customer in problem resolution.

Answer: D