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QUESTION: 1

What are the factors to calculate the benefit of a reduced outage duration?

- A. "Monthly value of a project", "Hourly resource cost", "Number of outages impacted"
- B. "Hourly Outage Cost", "Reduced Outage Time", "Number of outages impacted"
- C. "Hourly Outage Cost", "Reduced Outage Time", "Monthly value of a project"
- D. "Hourly resource cost", "Reduced Outage Time", "Number of outages impacted"

Answer: B

QUESTION: 2

What defines Client Value?

- A. Superior Service
- B. Server downtime
- C. Business Value, Cost and a client's beliefs and assumptions
- D. IBM MTS's unique services, features, and functions

Answer: C

QUESTION: 3

The prerequisite for every sale is?

- A. The customer must have a business need for the service
- B. The customer must know that they have that need
- C. The customer must feel that addressing that need is a priority
- D. All of the above

Answer: D

QUESTION: 4

What is the objective of the Confirm phase (ERIC Questioning Framework)?

- A. Leave the specifics of the next call open to have room to add other products
- B. Find out if any areas of disagreement exist
- C. Explore and reflect on potential MTS solutions
- D. Confirm you priorities

Answer: B

QUESTION: 5

What are the factors used in the algorithm to calculate the benefit of reduced problem-handling resources?

- A. "Amount of resource reallocated to strategic project", "Hourly resource cost"
- B. "Monthly value of a project", "Hourly resource cost"
- C. "Monthly value of a project", "Hourly Outage Cost"
- D. "Hourly Outage Cost", "Amount of resource reallocated to strategic project"

Answer: A

QUESTION: 6

What are the rules for good questioning?

- A. Give the customer a lecture about the benefits of MTS
- B. Roll multiple questions into one long, rambling question
- C. Do not ask reconfirming and clarification questions
- D. Keep your questions short and simple

Answer: D

QUESTION: 7

What is the objective of the Explore phase (ERIC Questioning Framework)?

- A. Understand the priorities of the client
- B. Understand the linkage between the IT and the business
- C. Uncover and expand topics of interest
- D. All of the above

Answer: D

QUESTION: 8

What do you want from call preparation?

- A. Identify the desired outcomes for the call
- B. Identify next steps

- C. Identify how to handle difficult areas
- D. All of the above

Answer: D

QUESTION: 9

How does MTS deliver its value in Outage Prevention?

- A. Proactive hardware services, "client-advocate" services, Harddrive Retention
- B. Proactive hardware services, "client-advocate" services, access to information across multiple vendors
- C. Proactive hardware services, ServicePac services, access to information across multiple vendors
- D. Hardware Service Upgrade, "client-advocate" services, access to information across multiple vendors

Answer: B

QUESTION: 10

How does MTS deliver its value in reducing the outage duration?

- A. Highly trained hardware service reps (SSRs) to handle the client's call
- B. Dedicated team of professionals who know the client's environment
- C. Experience in managing complex problems - particularly multi vendor
- D. All of the above

Answer: D

QUESTION: 11

What are potential proof points for MTS services and references you can use?

- A. Describe your proof points and references in general terms
- B. General industry stories
- C. Understand what is relevant to your client and describe your proof points and references in those terms
- D. MTS Product Information - General information on service delivery issues

Answer: C



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