

DUMPS ARENA

SDM Certification – CARE

Nokia SDM 2002001040

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

When we receive payment for a customer invoice, what financial statement is affected?

- A. The Profit & Loss statement only.
- B. Both the Profit & Loss statement and the Balance Sheet.
- C. Profit & Loss and Cash Flow statements.
- D. Balance Sheet statement only.

ANSWER: D

QUESTION NO: 2

What is the purpose of the Care Agreement?

- A. To set terms and conditions of Care Services performance.
- B. To list Customer Network topology.
- C. To define Contract Performance Bonds.
- D. To define penalties in the case of late delivery.

ANSWER: A

QUESTION NO: 3

What is the main HWS KPI related to Delivery Accuracy?

- A. The percentage of faulty units received from a Customer within the agreed Turn Around Time.
- B. The percentage of replacement units delivered to a Customer within the agreed Turn Around Time.
- C. The percentage of failure reports processed within the agreed Turn Around Time.
- D. The percentage of spare units delivered to a Customer within the agreed Turn Around Time as new spares or replacements for units which cannot be repaired.

ANSWER: B

QUESTION NO: 4

What is the Care Program Manager's role in up-selling?

- A. To identify and promote additional services to the customer.
- B. To sell Hardware Services and Software Services to the customer.
- C. To get some additional Care services orders.
- D. To make presentations about new NSN products to the customer.

ANSWER: A

QUESTION NO: 5

NSN's internal drive testing team has found that the quality of the customer Network has decreased over time. What should the responsible Care Program Manager do?

- A. Nothing. The customer's own planning department take care of network quality.
- B. NSN has a good solid business with the customer with a very limited number of reported problems and a very profitable contract. CaPM simply tells the customer that NSN will provide planning support free of charge.
- C. CaPM informs the Account Manager about the quality issue in the customer network and expects the CT to act on the information if they want to increase sales.
- D. CaPM sees an opportunity to increase the Care revenues by providing additional proactive services. Therefore s/he engages the team to make a business proposal for the additional services.

ANSWER: D

QUESTION NO: 6

Is it possible to see the sales revenue for a month in your financial report, even if an invoice has not been sent to the customer?

- A. Yes, because the invoice is generated automatically.
- B. Yes, because F&C accrue or defer the revenue from the sale.
- C. No, because sales are always recorded when the customer invoice is sent.
- D. No, because this is not SOX compliant.

ANSWER: B

QUESTION NO: 7

What is the main purpose of Care SWS Preventive Services or Active Software Support (ASWS)?

- A. To provide an up-selling opportunity for CaPMs.
- B. To prevent revenue loss for the CT.
- C. To improve network availability and avoid problems before they occur.
- D. to provide a full range of services designed to suit the Communications Service Provider's needs.

ANSWER: C

QUESTION NO: 8

What is the Assist tool?

- A. A relational Database.
- B. A knowledge management tool.
- C. A helpdesk data entry tool.
- D. We don't use this tool in NSN Care.

ANSWER: B

QUESTION NO: 9

What should be done when the LE differs from the Actuals?

- A. All of the inputs need to be verified. Either cost or sales (or both) were incorrectly estimated.
- B. Do nothing. In 80% of the cases, the fluctuations balance out in the following period.
- C. Sales must be wrongly estimated. So check the sales estimation.
- D. Costs must be wrongly estimated. So check the costs estimation.

ANSWER: A

QUESTION NO: 10

Who is responsible for managing customer requirements during the Care phase?

- A. Care Technical Manager if assigned, otherwise the Care Program Manager.
- B. Care Program Manager.
- C. Care Program Coordinator if assigned, otherwise the Care Program Manager.
- D. CT Head.

ANSWER: B