

# SDM\_2002001040<sup>Q&As</sup>

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**QUESTION 1**

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

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

Correct Answer: D

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**QUESTION 2**

What is the content of the Care Plan?

- A. Services, schedules, contacts, care procedures, customer installed base.
- B. NSN Care contacts, map of power, CT organization chart.
- C. Upgrades and updates schedules.
- D. NSN contacts and Emergency escalation procedure.

Correct Answer: A

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**QUESTION 3**

The customer is opening a trouble ticket because the product they bought doesn't have a feature considered important to them. What does the Care Program Manager have to do?

- A. Treat it as a normal case.
- B. Contact the relevant business line and ask for the new feature and inform the Customer that they have the right to open tickets for any request related to delivered equipment.
- C. Explain to Customer that the requested feature is not part of contractually agreed deliverables in Care, hand the request over to relevant SSM, AM or CT Head, inform Customer that commercial team will clarify their request and close the ticket.
- D. Inform Customer that commercial team will clarify their request and close the ticket, then contact the relevant business line and ask for the new feature.

Correct Answer: C

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**QUESTION 4**

What is the purpose of a handover from Sales to Care?

- A. It enables the Account Manager / CT Head to explain to the CaPM the content of the Care Contract.
- B. It ensures that the Care Contract implementation responsibility is transferred from Sales to Care.
- C. It ensures a smooth and seamless Customer Relationship interface.
- D. It ensures that all the requirements to provide Care services under the Care Contract are agreed and available for the customer.

Correct Answer: B

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**QUESTION 5**

Who needs to agree on the Care Plan?

- A. Head of Care in region and Care Program Manager.
- B. Care Program Manager and CT Head.
- C. Customer and CT Head.
- D. Care Program Manager and Customer.

Correct Answer: D

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