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Vendor: SAP

Exam Code: SAP Certified Support Associate - Incident Management with SAP BusinessObjects

Exam Name: C_BOSUP_90

Version: Demo

QUESTION: 1

You receive a customer message where several issues are reported. What will be your next step?

- A. Ask the customer to create one message per issue.
- B. Ask your colleagues for processing this message.
- C. Solve all issues in the message, because it is beneficial for customers to report several issues in one message.
- D. Start message processing without contacting the customer.

Answer: A

QUESTION: 2

What is the characteristic of a system when defined as a subset of the installation in SAP systems? (Choose two)

- A. A system corresponds to production, test AND development environment.
- B. A system is identified using a system ID.
- C. One system can be a child to multiple installations.
- D. A system corresponds to either production, test OR development environment.

Answer: B, D

QUESTION: 3

What is the recommended way to progress a message that is difficult to clarify?

- A. Escalate the message immediately to a more senior support consultant.
- B. Ask the client to provide screenshots and request information point by point.
- C. Change the message status to Customer Action and tell the client that you cannot do much until more information is provided.
- D. Force the client to close the message and open a new one that is clearer.

Answer: B

QUESTION: 4

What does priority in incident management mean?

- A. It is an attribute of the customer's system.

- B. It is an attribute that characterizes the urgency of an issue.
- C. It is an attribute of the Service Desk.
- D. It defines the importance of the customer for SAP.

Answer: B

QUESTION: 5

What characterizes On the Job Enablement sessions?

- A. They are workshops coordinated by the Partner Services Adviser (PSA).
- B. They are open workshops.
- C. They are not available to Channel partners.
- D. They are chargeable add-ons.

Answer: A

QUESTION: 6

The customer has an error that can be reproduced on their system. How do you proceed to investigate this issue?

- A. The customer is no longer entitled to support since they have caused a fault in the system.
- B. Ask the customer to use a different system since this installation is experiencing issues.
- C. Ask the customer to document the workflow step by step so that you can attempt to reproduce the issue on your internal system.
- D. The customer's system has the fault therefore you only need to use their system for further investigation and testing.

Answer: C

QUESTION: 7

What can the processor use in the Service Desk for message processing? (Choose two)

- A. CRM_DNO_MONITOR transaction within SAP GUI
- B. Transaction INCMAN
- C. Business Process Monitoring Work Center
- D. Incident Management Work Center

Answer: A, D

QUESTION: 8

What is Product Support Hierarchy in SAP environment? (Choose two)

- A. It is an instrument in organization and reporting within Product Support.
- B. It defines the maintenance pricing level.
- C. It is a view on the Application Component Hierarchy.
- D. It is part of the Service Level Agreement.

Answer: A, C

QUESTION: 9

As an SAP partner you have implemented SAP Solution Manager. Which of the following statements reflects the requirements with regards to SAP Solution Manager installation on the customer site?

- A. Customers do not require their own SAP Solution Manager installation.
- B. Customers require their own installation of SAP Solution Manager.
- C. Customers and partner need to have SAP Solution Manager clustered.
- D. Customers need to install SAP Solution Manager and the partner needs to connect to it.

Answer: A

QUESTION: 10

What type of reports can be produced with SAP EarlyWatch Alert?

- A. Reports exclusively with graphics
- B. Reports with animations
- C. Reports with or without graphics
- D. Reports exclusively without graphics

Answer: C

QUESTION: 11

If you want to add an SAP or non-SAP system to your landscape, which transaction do you need to run?

- A. SOLMAN_WORKCENTER
- B. MSY_SETUP
- C. SMSY_SETUP
- D. SMSY

Answer: D

QUESTION: 12

What is the Software Developer Network (SDN)?

- A. The Software Developer Network (SDN) is a portal containing information about code strategy for third party products.
- B. The Software Developer Network (SDN) is a portal containing robust and complete information about the underlying code of the SAP Product suite.
- C. The Software Developer Network (SDN) is a portal containing robust and complete collection of content and collaboration dedicated to SAP technology.
- D. The Software Developer Network (SDN) is a tool that is available only to the SAP developer team to brainstorm solutions for code level issues.

Answer: C

QUESTION: 13

What is SAP EarlyWatch Check?

- A. It is a fully automatically generated report.
- B. It is a document that customers follow to check their platform.
- C. It is a service delivered onsite.
- D. It is a service delivered remotely.

Answer: D

QUESTION: 14

How can you find the Root Cause Analysis within SAP Solution Manager?

- A. Use the appropriate work center transaction code.

- B. Fill in the search box with keyword Root Cause Analysis.
- C. Open a new application with default settings.
- D. Use the left side menu.

Answer: A

QUESTION: 15

What does Mission-Critical Support within SAP Enterprise Support include? (Choose two)

- A. Ramp-up support
- B. Robust Service Level Agreements (SLA)
- C. 7 x 24 root cause analysis
- D. SAP system backup

Answer: B, C

QUESTION: 16

You need to inform SAP that your SAP Solution Manager implementation is ready to go live for your customer. How do you proceed?

- A. Call the Customer Interaction Center.
- B. Call your account manager to ask for help.
- C. Send an email to SAP EMEA Support.
- D. Create a message using the component SV-SMG-SUP within Service Desk.

Answer: D

QUESTION: 17

Some messages may require you to decline a customer's request. In these situations, what type of response should you send to the customer?

- A. Avoid the message for as long as possible eventually the customer will not want you to take any action.
- B. You cannot deny the customer's request as the customer is always right.
- C. Update the customer with an honest and clear answer right away to avoid having the situation becoming more difficult.
- D. Update the customer regularly to let them know you need more time to investigate the issue.

Answer: C

QUESTION: 18

What is SAP Solution Manager?

- A. It supports the implementation throughout the entire life-cycle from the business blueprint to the configuration to production processing.
- B. It is an application that is part of the SAP Supply Chain Management application.
- C. It is a robust and lean standard-based platform that enables you to develop Java and composite applications from scratch.
- D. It is a relational database system that can be used as an alternative to databases from other vendors.

Answer: A

QUESTION: 19

Which of the following are functions of SAP Solution Manager? (Choose two)

- A. Solution Monitoring
- B. Service Marketplace
- C. Service Desk
- D. Backup and Recovery

Answer: A, C

QUESTION: 20

How can you setup SAP EarlyWatch Alert?

- A. Using SMSY transaction to activate a pre-defined SAP EarlyWatch Alert
- B. Using SMSY transaction to create your logical components first, if this is not already done
- C. Connecting to SAP Service Marketplace and setting up the parameters
- D. Connecting to SAP Service Marketplace and defining your landscape

Answer: B

QUESTION: 21

Which tasks can you perform manually in a Managed System configuration? (Choose two)

- A. Configuration of DBA Cockpit
- B. Adjustment of HTTP Log Parameter
- C. Implementation of benchmarking procedures
- D. Redirection of system calls to SAP Support Backbone

Answer: A, B

QUESTION: 22

When would the SAP Support Desk provide support directly to a client holding a maintenance agreement with the partner?

- A. If the client has a support agreement with both the partner and SAP for the same installation.
- B. For any Very High message forwarded by the partner.
- C. For any Very High message raised outside of the defined business hours.
- D. If the partner support consultants are on holiday.

Answer: C

QUESTION: 23

What should the partner do when receiving a new message from an end user?

- A. Forward it to SAP and advise the end-user of the current situation.
- B. Call SAP Support for suggestions.
- C. Undertake the support Level 1 and 2 tasks corresponding to primary support services.
- D. Recommend to the end user to install the latest patch.

Answer: C

QUESTION: 24

You have picked a message from the queue. What are your next steps? (Choose two)

- A. Try to guess what the customer might want to have.

- B. Get a thorough understanding of the issue from the information given in the message.
- C. Ask the customer for their usernames and passwords.
- D. Search for notes and confirmed messages.

Answer: B, D

QUESTION: 25

What do you configure to enable Root Cause Analysis for a customer?

- A. A single Diagnostic Agent
- B. All system landscape components
- C. A bridged central Solution Landscape Directory to SAP Solution Manager
- D. Technical System and Diagnostic Configuration for each component

Answer: D

QUESTION: 26

What are key components of SAP Enterprise Support offering? (Choose two)

- A. Extended Product Support
- B. Mission Critical Support
- C. Implementation Roadmap
- D. Global Support Backbone

Answer: B, D

QUESTION: 27

What are key success factors in message solving? (Choose two)

- A. Focus on solving the customer's issue.
- B. At first, try to guess.
- C. Put yourself in the customer's shoes.
- D. Work without additional help.

Answer: A, C

QUESTION: 28

A customer may not understand a proposed solution and send the case back to you. How can you avoid this situation?

- A. Update the customer with the same solution you sent originally until the customer understands that solution.
- B. Send the customer multiple possible solutions even if you have not tested them.
- C. Update the customer with detailed step by step solutions using clear but short sentences.
- D. Send customers short answers to avoid confusion.

Answer: C

QUESTION: 29

When a message is directed to SAP via SAP Solution Manager, which status does the message have in the Service Desk?

- A. Sent to SAP
- B. Confirmed
- C. Incident forwarded
- D. Information to SAP

Answer: A

QUESTION: 30

What is a level1 support task upon receiving a message?

- A. Contact the customer to complete any information that may be missing.
- B. Enable and analyze the traces.
- C. Reproduce the issue described by the customer.
- D. Provide a workaround.

Answer: A

QUESTION: 31

What is contained in an SAP EarlyWatch Alert report? (Choose two)

- A. Performance overview

- B. Additional recommendations from support consultants
- C. System configuration
- D. User's login and password

Answer: A, C

QUESTION: 32

A client has asked for additional functionality to be included in the product, but you know that this cannot be implemented. What step would you take?

- A. Request a product enhancement, so that the message can be closed.
- B. Log the issue as a bug, so that you can be sure that it will be reviewed.
- C. Tell the client that you have no input into product direction and cannot help him as it is out of your control.
- D. Try to offer a workaround and set the customer expectation.

Answer: D

QUESTION: 33

What are the characteristics of an appropriately raised customer message? (Choose two)

- A. The problem description is a summary.
- B. The master data (system, Support Package level, s-user, customer data, ...) is complete and correct.
- C. The message refers to only one problem.
- D. The reporter has selected the correct SAP support center.

Answer: B, C

QUESTION: 34

Which of the following sentences describes the process flow as depicted in the attached picture?

- A. User reports an incident to SAP support Solution Manger which assigns a processor to find a solution.
- B. Partner reports an incident to partner Solution Manger which assigns a processor to find a solution.

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