



## C\_PXSUP\_90<sup>Q&As</sup>

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### QUESTION 1

What is the definition of Initial Response Time (IRT)?

- A. Agreed time within which the Partner must confirm receipt of an Incident and provide the End User with an initial qualified response.
- B. The amount of time that a customer message has been the responsibility of SAP.
- C. The time elapsed between the following two events: Customer message receives status - Sent to SAP; and the message processor changes the message status to - Completed.
- D. The time elapsed between the following two events: Customer message receives status - Sent to SAP; and the customer changes the message status to - Completed for author.

Correct Answer: A

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### QUESTION 2

Which tool analyzes program terminations? (Choose two)

- A. Dump Analysis (ST22)
- B. ABAP Editor (SE38)
- C. System Log (SM21)
- D. Data Dictionary (SE11)

Correct Answer: AC

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### QUESTION 3

What should the partner do when it receives a message from a customer end user?

- A. Forward the message to SAP and advise the end-user of the current situation.
- B. Recommend to the end user to wait for the next SAP release.
- C. Undertake the support level 1 and 2 tasks of primary support services.

Correct Answer: C

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### QUESTION 4

You only know the technical name of a customizing table. Which transaction could you use to find out where in Customizing you may maintain changes to the table? (Choose two)

- A. SE11



B. SM30

C. SM31

D. SPRO

Correct Answer: BC

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#### QUESTION 5

What does Initial Reaction Time (IRT) mean for SAP? (Choose two)

A. SAP will give a qualified response within a defined time.

B. The time taken to respond to priority 1 (very high) messages.

C. The time a computer needs to get ready for work.

D. The time needed to display report data when running the report for the first time.

Correct Answer: AB

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#### QUESTION 6

How can you use your customer's system data for an SAP Note Search? (Choose three)

A. Add the customer's system ID to the search terms.

B. Copy and paste the configuration information into the 'Validity' section of the Note Search.

C. Select the customer's product version in the 'Validity' section of the Note Search.

D. Select the customer's software components in the 'Validity' section of the Note Search.

Correct Answer: BCD

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#### QUESTION 7

Which scenarios will be provided by SAP Solution Manager in the Application Management Life Cycle? (Choose two)

A. Implementation

B. Operations

C. Human Resource Management

D. Hardware Management

Correct Answer: AB

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**QUESTION 8**

You are analyzing a report program with respect to a reported error with the default values on a Selection screen. Where may you find the origin of the default values? (Choose two)

- A. In non-executable ABAP statements like PARAMETERS or SELECT-OPTIONS
- B. In ABAP statements of the Event blocks INITIALIZATION or AT SELECTION-SCREEN OUTPUT
- C. In the element list of the Screen Painter
- D. In the function key settings of the Menu Painter

Correct Answer: AB

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**QUESTION 9**

What information do you find in the flow logic of a screen? (Choose two)

- A. The names of modules that are being executed before a screen can be sent to the presentation server.
- B. The names of modules that are being executed after control returns from the presentation server to the application server.
- C. The names of modules that are being executed before a screen can be sent to the database server.
- D. The names of modules that are being executed after control returns from the application server to the database server.

Correct Answer: AB

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**QUESTION 10**

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

- A. Get a thorough understanding of the issue from the information given in the message.
- B. Search for notes and confirmed messages.
- C. Try to guess what the customer '\might\' want to have.
- D. Ask the customer for user and password.

Correct Answer: AB

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**QUESTION 11**

What does '\component\' refer to in SAP software? (Choose two)

- A. The component is an attribute that allows a classification from the application perspective.



- B. Components are arranged in a hierarchy, the so-called Component Hierarchy or Application Component Hierarchy.
- C. Components are part of a report.
- D. Components are part of data dictionary.

Correct Answer: AB

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#### QUESTION 12

What are the main steps when you accept a priority 1 message? (Choose two)

- A. Call the customer within the Initial Reaction Time (IRT).
- B. Document every activity in the message.
- C. Call the customer if you leave for the weekend, indicating that you will proceed with processing the message on Monday.
- D. Clarify the issue by phone to avoid additional effort in processing the message.

Correct Answer: AB

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#### QUESTION 13

Which tools are suitable for analyzing a BATCH INPUT? (Choose two)

- A. Batch Input Monitor (SM35)
- B. System Debugging
- C. Update Debugging
- D. ABAP trace

Correct Answer: AD

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#### QUESTION 14

Which tools do you use for analyzing database access? (Choose two)

- A. SQL Trace
- B. Object Navigator
- C. ABAP Debugger
- D. ABAP Dictionary

Correct Answer: AC

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### QUESTION 15

What is the function of a data element? (Choose two)

- A. To define the technical attributes of a field (for example, its length).
- B. To define the field help (F1 documentation) and field labels that appear on screens.
- C. To define the meaning of a domain in a certain business context.
- D. To define the possible entries of a field.

Correct Answer: BC

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