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.

Trying our product !

★ **100%** Guaranteed Success

★ **100%** Money Back Guarantee

★ **365 Days** Free Update

★ **Instant Download** After Purchase

★ **24x7** Customer Support

★ Average **99.9%** Success Rate

★ More than **69,000** Satisfied Customers Worldwide

★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:

One Year Free Update
Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.

Money Back Guarantee
To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.

Security & Privacy
We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.

Guarantee & Policy | Privacy & Policy | Terms & Conditions