# SAP

## Exam C-BOSUP-90

## SAP Certified Support Associate - Incident Management with SAP BusinessObjects

**Version: 6.0**

**[ Total Questions:   80 ]**

**CERTKILL**

## Question No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 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 No : 13