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Exam : **C_BOSUP_90**

Title : SAP Certified Support
Associate - Incident
Management with SAP
BusinessObjects

Version : Demo

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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