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**Exam** : C-BOSUP-90

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

**Vendors** : SAP

**Version** : DEMO

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

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

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

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

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

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

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

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

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

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: D