Vendor: SAP

Exam Code: C_BOSUP_90

Exam Name: SAP Certified Support Associate - Incident Management with SAP BusinessObjects

Version: DEMO

QUESTION 1
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 2
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: BC

QUESTION 3
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 4
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 5
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 6
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: AC

QUESTION 7
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 8
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: AB

QUESTION 9
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

Thank You for Trying Our Product

PassLeader Certification Exam Features:

★ More than 99,900 Satisfied Customers Worldwide.

★ Average 99.9% Success Rate.

★ Free Update to match latest and real exam scenarios.

★ Instant Download Access! No Setup required.

★ Questions & Answers are downloadable in PDF format and VCE test engine format.

★ Multi-Platform capabilities - Windows, Laptop, Mac, Android, iPhone, iPod, iPad.

★ 100% Guaranteed Success or 100% Money Back Guarantee.

★ Fast, helpful support 24x7.

View list of all certification exams: http://www.passleader.com/all-products.html

10% Discount Coupon Code: STNAR2014