

SAP ОБУЧЕНИЕ

ПРИМЕРНИ ВЪПРОСИ: C_BOSUP_90

Забележка: Примерните въпроси са изготвени единствено за целите на вашата самоподготовка и не са включени в реалните изпити за сертификация. Справянето с тези въпроси не ви гарантира успешното преминаване на изпита. Същинският изпит обхваща по-широк кръг от теми, затова преди явяване на изпит за сертификация се запознайте с всички тематични области, посочени в описанието на изпита.

SAP Certified Support Associate – Incident Management with SAP BusinessObjects

Въпроси:

1. To analyze data retrieved from your managed systems, what do you need to have installed and configured with Solution Manager?

Please choose the correct answer.

a)	<input type="radio"/>	Live Cache component
b)	<input type="radio"/>	Diagnostic Agent for each virtual host name
c)	<input type="radio"/>	System Landscape Setup
d)	<input type="radio"/>	Solution Landscape Directory

2. How do you search for matching notes and messages for a given incident?

Note: There are two (2) correct answers to this question.

a)	<input type="radio"/>	Use technical terms (not long text, but error messages).
b)	<input type="radio"/>	Search on notes with support packages/releases included.
c)	<input type="radio"/>	Search on notes with customer installation number.
d)	<input type="radio"/>	Include customer specific descriptions in the search fields.

3. What are the main steps when you handle a priority 1 message?

Note: There are two (2) correct answers to this question.

a)	<input type="radio"/>	Call the customer if you leave for the weekend indicating that you will proceed with processing the message on Monday.
b)	<input type="radio"/>	Call the customer within the Initial Reaction Time (IRT).
c)	<input type="radio"/>	Acknowledge receipt for Initial Reaction Time (IRT) requirement.
d)	<input type="radio"/>	Document every activity in the message.

4. How does a VAR Partner start a remote connection to the customer system?

Please choose the correct answer.

a)	<input type="radio"/>	Using direct VPN connection to customer's system.
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b)	<input type="radio"/>	Using the SAP Service Marketplace interface.
c)	<input type="radio"/>	By opening a customer message in the Service Desk interface.
d)	<input type="radio"/>	Only SAP support can initialize remote connections.

5. What is SAP EarlyWatch Alert?

Please choose the correct answer.

a)	<input type="radio"/>	A service normally performed over a remote connection by a technical support consultant.
b)	<input type="radio"/>	A service normally performed at a customer site by a technical support consultant.
c)	<input type="radio"/>	An automated tool provided by SAP for the customer which transports technical and functional data to SMP.
d)	<input type="radio"/>	An automated tool provided by SAP for the customer which transports technical data to SMP.

6. What is a correct assumption to make when working towards providing a solution?

Please choose the correct answer.

a)	<input type="radio"/>	The client is fully trained in SAP systems.
b)	<input type="radio"/>	The contact in the message may not have technical product knowledge.
c)	<input type="radio"/>	The creator of the message will be aware of product best practices.
d)	<input type="radio"/>	Whatever the origin of the contact they equally prefer to build a rapport with small talk before approaching the message.

7. It is a best practice to use the telephone when interacting with clients in the majority of situations.

Which of the following are benefits of using the telephone?

Note: There are three (3) correct answers to this question.

a)	<input type="radio"/>	Using the telephone allows us to build a rapport with the client.
b)	<input type="radio"/>	The customer feels that he is getting someone real dealing with his issue.
c)	<input type="radio"/>	Using the telephone is positive because often it is not necessary to document what is happening as the message is progressed.
d)	<input type="radio"/>	Because messages are often vague or poorly qualified it is an opportunity to clear up misunderstandings.
e)	<input type="radio"/>	If the client is in a different timezone it is best to leave a voice message explaining what action needs to be taken.

8. A Very High priority incident was raised.

When should a Corrective Action Plan be provided to the customer?

Please choose the correct answer.

a)	<input type="radio"/>	If the customer is unavailable or cannot be reached on the phone
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b)	<input type="radio"/>	After a workaround has been provided to the customer
c)	<input type="radio"/>	Within 4 hours of processing by the partner or support
d)	<input type="radio"/>	When a solution has not been found for the problem after 8 hours

9. What does Mission Critical Support offer?

Note: There are two (2) correct answers to this question.

a)	<input type="radio"/>	System monitoring through proactive solutions
b)	<input type="radio"/>	On-site support in case of an unsolved issue
c)	<input type="radio"/>	Initial assessment service
d)	<input type="radio"/>	Development of customer-specific code

10. How do you set up Service Desk to update data periodically?

Please choose the correct answer.

a)	<input type="radio"/>	Via e-mail
b)	<input type="radio"/>	Via the action B_NOTIF_IB
c)	<input type="radio"/>	Via the report Synchronize Messages (RNOTIFUPDATE01)
d)	<input type="radio"/>	Via SAP Service Marketplace

Отговори:

1 a) Incorrect	2 a) Correct	3 a) Incorrect	4 a) Incorrect	5 a) Incorrect
1 b) Correct	2 b) Correct	3 b) Correct	4 b) Incorrect	5 b) Incorrect
1 c) Incorrect	2 c) Incorrect	3 c) Incorrect	4 c) Correct	5 c) Incorrect
1 d) Incorrect	2 d) Incorrect	3 d) Correct	4 d) Incorrect	5 d) Correct
6 a) Incorrect	7 a) Correct	8 a) Incorrect	9 a) Correct	10 a) Incorrect
6 b) Correct	7 b) Correct	8 b) Incorrect	9 b) Incorrect	10 b) Incorrect
6 c) Incorrect	7 c) Incorrect	8 c) Correct	9 c) Correct	10 c) Correct
6 d) Incorrect	7 d) Correct	8 d) Incorrect	9 d) Incorrect	10 d) Incorrect
	7 e) Incorrect			