

SAP EDUCATION

SAMPLE QUESTIONS: C_BOSUP_90

SAP Certified Support Associate – Incident Management with SAP BusinessObjects

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

Questions

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 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 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.
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.

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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 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.
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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
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 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)	○	Via SAP Service Marketplace
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Solutions

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			