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QUESTION 1

Which one of the following statements about the return code is true? (Choose two)

- A. A return code is a system field that is automatically filled (and changed) when a certain ABAP command has been executed.
- B. All ABAP commands support a return code. After every ABAP statement, the return code is determined again.
- C. A return code can only have one value at a certain time.
- D. A return code is a unique key that is sent from the ABAP program to the SAPGUI so that the right screen will be selected from the front end's local repository.

Correct Answer: AC

QUESTION 2

Which of the following are applications of the root cause analysis of SAP Solution Manager? (Choose two)

- A. Safe remote access
- B. Performance measurement
- C. Batch job planning
- D. Report development

Correct Answer: AB

QUESTION 3

Which of the following are ways to create a message for a customer in SAP Solution Manager Service Desk during message processing? (Choose two)

- A. Within the transaction for message processing.
- B. Only a customer can create a message.
- C. The message processor has to call SE80.
- D. Call transaction CRMD_ORDER.

Correct Answer: AD

QUESTION 4

What are the main steps when you accept a priority 1 message? (Choose two)



- A. Call the customer within the Initial Reaction Time (IRT).
- B. Document every activity in the message.
- C. Call the customer if you leave for the weekend, indicating that you will proceed with processing the message on Monday.
- D. Clarify the issue by phone to avoid additional effort in processing the message.

Correct Answer: AB

QUESTION 5

How can you use your customer's system data for an SAP Note Search? (Choose three)

- A. Add the customer's system ID to the search terms.
- B. Copy and paste the configuration information into the 'Validity' section of the Note Search.
- C. Select the customer's product version in the 'Validity' section of the Note Search.
- D. Select the customer's software components in the 'Validity' section of the Note Search.

Correct Answer: BCD

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