C_PXSUP_90^{Q&As}

SAP Certified Associate - Support Consultant for Incident Management with SAP Business All-in-One

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QUESTION 1

What is the function of the F4 key? (Choose two)

A. Display the possible entries.

B. Search for possible entries.

C. Add or remove a value to/from the list of possible entries.

D. Display documentation on possible entries.

Correct Answer: AB

QUESTION 2

What is SAP Solution Manager Enterprise Edition? (Choose two)

A. A platform for realizing the value of SAP Enterprise Support

B. A comprehensive view on a project/release plan with all quality gates and their associated activities and issues

C. An enablement program for SAP partners

D. An enablement program for SAP customers

Correct Answer: AB

QUESTION 3

What does priority in incident management mean? (Choose two)

A. It is an attribute that characterizes the urgency of an issue.

B. It is an attribute of an issue.

C. It is an attribute of the customer\\'s system.

D. It is an attribute of the Service Desk.

Correct Answer: AB

QUESTION 4

You have decided to forward a message to the next support level. What should you include in the message? (Choose two)

A. All information you have - except User and Password.

B. The steps which you performed to reproduce the issue.

C. Username and password in your internal message notice.

D. Only your known SAP notes.

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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