

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

Which information can be stored in the SAP Solution Manager system? (Choose two)

- A. Incident and problem information
- B. Service level information
- C. Finance data
- D. Customer data for customer relationship management (CRM)

Correct Answer: AB

QUESTION 2

Which of the following tools can be used to analyze where in an ABAP program a message has been raised? (Choose two)

- A. Message server
- B. Message maintenance (SE91)
- C. ABAP debugger
- D. Business Server Pages

Correct Answer: BC

QUESTION 3

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 4

You are trying to process a customer message. However, the available information is insufficient for a complete understanding. What will be your next step? (Choose two)



A. Give yourself time to carefully read the problem description of the customer. Also, try to \\'read between the lines\\' and get confirmation by customer that your interpretation is correct.

B. Be insistent, but politE.\\'I would like to ask you for help to clarify the issue\\'.

- C. Send notes to customer without being sure that they will help.
- D. Try to guess what the customer \\'might\\' want to have.

Correct Answer: AB

QUESTION 5

Which of the following transactions allows you to find out whether a particular ABAP program (for example, RMMMPERI or Z_DELETE_ALL_FI_DATA) has been executed at a certain time in the past? (Choose two)

- A. SM50 (Workprocess overview)
- B. SM66 (Systemwide Workprocess overview)
- C. ST03 (Workload analysis)
- D. ST03N (Workload analysis)

Correct Answer: CD

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