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 definition of Initial Response Time (IRT)?

A. Agreed time within which the Partner must confirm receipt of an Incident and provide the End User with an initial qualified response.

B. The amount of time that a customer message has been the responsibility of SAP.

C. The time elapsed between the following two events: Customer message receives status - Sent to SAP; and the message processor changes the message status to - Completed.

D. The time elapsed between the following two events: Customer message receives status - Sent to SAP; and the customer changes the message status to - Completed for author.

Correct Answer: A

QUESTION 2

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 3

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 4

What is Product Support Hierarchy in SAP environment used for? (Choose two)

A. It is a view on the Application Component Hierarchy.

B. It is a powerful instrument in organization and reporting within Product Support.

C. It is part of the Service Level Agreement.

D. In SAP, a product hierarchy is used for pricing.

Correct Answer: AB

QUESTION 5

How do you search for matching notes and messages for a given message? (Choose two)

A. Use technical terms (not long texts, but error messages).

B. Search on notes with support packages/releases included.

C. Include customer specific descriptions in the search fields.

D. Search on notes with customer installation number.

Correct Answer: AB

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