

## [Newest Version Exam Collection C\_BOSUP\_90 Dumps And C\_BOSUP\_90 New Questions (31-40)]

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QUESTION 31 What is SAP PartnerEdge? A. A product oriented on business processes of small and midsize companies. B. A platform to implement, support, operate and monitor your enterprise solutions. C. A tool integrated in SAP Solution Manager. D. A program for SAP Channel partners focused on small and midsize companies. Answer: D

QUESTION 32 A message processor decides to send a message to SAP. What action should be taken from the Solution Manager Service desk? A. Increase the priority of the message to speed up response time from SAP B. Select Get information for SAP and then select the Text Ids to be forwarded to SAP C. Set the message status to In Process D. Set the message status to Update Message with SAP Answer: B

QUESTION 33 A message has been sent to the end user with an assigned note. What can the end user decide to do with this message after reading the reply? (Choose two) A. Change the processor of the message and send it back to support with the status Sent to Support. B. Change the status of the message to Confirmed. C. Send the message back to support after providing feedback. D. Change the status of the message to Send to SAP and send it directly to SAP Support. Answer: BC

QUESTION 34 A message processor should put themselves in the customer's shoes when handling messages. Which of these statements describe the attitude you should take when processing customer messages? A. If you were the customer you would be happy with the answer provided. B. Prove to the customer that they are wrong. C. Any response given to the customer is valid as long as it is within the Initial Response Time (IRT). D. Always use as many technical terms as possible with your customer to prove to them you know what you are talking about. Answer: A

QUESTION 35 What is contractually defined in the Service Level Agreements (SLAs) of SAP Enterprise Support? (Choose two) A. The products supported as defined in the SLA B. The Initial Response Time (IRT) C. The maximum time for providing corrective action for critical issues D. The dedicated support consultant that has been assigned to the customer Answer: BC

QUESTION 36 Assume your SAP Note Search yielded a very large number of results. How can you narrow down the search? (Choose two) A. Use the search filter. B. Use wild cards. C. Use the customer Id. D. Increase the numbers of search terms. Answer: AD

QUESTION 37 Where is collected data processed to generate a report when using SAP EarlyWatch Alert? A. In the Data Collectors on satellite systems B. In SAP Support office by support consultants C. In SAP Solution Manager D. In the SAP Service Marketplace Answer: C

QUESTION 38 In the Service Desk, how can you search for SAP Notes? A. Via transaction SAP\_NOTE B. Via the Tab SAP Notes in the message C. Via transaction SNOTE D. Via transaction SNOTE\_SEARCH Answer: B

QUESTION 39 An incident has been forwarded to level 3 support. What could be a valid reason to send it back to level 2? A. A note needs to be created based on the result of the investigation. B. The message requires further qualification. C. A fix is required. D. Trace files require further analysis. Answer: B

QUESTION 40 A well structured support centre will comprise multiple roles and assist message solving. Which of the following roles is the primary contact for the SAP Channel Development Manager within the Partner Support Organization? A. Incident Processor B. Sales Executive C. Service Consultant D. Support Coordinator Answer: D

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