



**Vendor:** SAP

**Exam Code:** C\_PXSUP\_90

**Exam Name:** SAP Certified Associate - Support Consultant  
for Incident Management with SAP Business All-in-One

**Version:** DEMO

#### QUESTION 1

Which of the following statements accurately describe a client in an SAP system? (Choose two)

- A. A client represents a completely independent business entity.
- B. A client has its own database.
- C. A client corresponds to a customer.
- D. A client may represent an entire company.

**Answer:** AD

#### QUESTION 2

You have picked a message from the queue. What will be your next steps? (Choose two)

- A. Get a thorough understanding of the issue from the information given in the message.
- B. Search for notes and confirmed messages.
- C. Try to guess what the customer 'might' want to have.
- D. Ask the customer for user and password.

**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.

**Answer:** AD

#### QUESTION 4

What does it mean if a SELECT statement comes back with a sy-subrc = 4? (Choose two)

- A. The system has read exactly four entries from the database table.
- B. The system has not read any entries from the database table.
- C. The execution of the SELECT statement failed because of an incomplete WHERE-Clause.
- D. The SELECT statement has been executed successfully without error.

**Answer:** BD

#### QUESTION 5

What can you do with Data Dictionary? (Choose two)

- A. Maintain database tables and views from within R/3 and transfer the changes automatically to the underlying database.
- B. Create or modify an index of a database table (for example, to speed up the performance of an ABAP program).
- C. Lock a database table against any change by an ABAP program.

D. Define ABAP coding.

**Answer:** AB

**QUESTION 6**

What is included in Enterprise Support? (Choose two)

- A. Implementation Roadmap
- B. SAP Support Organization
- C. Mission Critical Support
- D. Global Support Backbone

**Answer:** CD

**QUESTION 7**

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.

**Answer:** AB

**QUESTION 8**

What is the function of the F1 key? (Choose two)

- A. Display an explanation of a field's uses.
- B. Display a list of possible input values.
- C. End the session you are in.
- D. Display detailed technical information on a field.

**Answer:** AD

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