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QUESTION 1

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.

Correct Answer: AB

QUESTION 2

Which of the following technology features support the performance of database access? (Choose two)

A. Buffering

B. Fixed Values

C. Foreign Keys

D. Primary Index

Correct Answer: AD

QUESTION 3

When a message is sent to SAP via SAP Solution Manager, which status does the message have in the Service Desk?

A. Sent to SAP

B. Information to SAP

C. Confirm message to SAP

D. Sent to Customer

Correct Answer: A

QUESTION 4

How long are local system log entries kept available in SM21?

A. Until the next system restart

B. Until the entry is overwritten (circular file)

C. Until the name of the system log file is changed manually

D. Until the records are replicated to the central system log (usually after one hour)

Correct Answer: B

QUESTION 5

What can the processor use in the Service Desk for message processing? (Choose two)

A. Incident Management Work Center

B. CRM_DNO_MONITOR transaction within SAP GUI

C. Transaction INCMAN

D. Business Process Monitoring Work Center

Correct Answer: AB

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