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QUESTION 1

What are the main steps when you accept a priority 1 message? (Choose two)

A. Call the customer within the Initial Reaction Time (IRT).

B. Document every activity in the message.

C. Call the customer if you leave for the weekend, indicating that you will proceed with processing the message on Monday.

D. Clarify the issue by phone to avoid additional effort in processing the message.

Correct Answer: AB

QUESTION 2

Why are SAP Notes important for message handling? (Choose two)

A. They allow customers to help themselves.

B. SAP Notes inform customers about strategy.

C. They allow Support Consultants to quickly provide solutions for problems which have already been solved before.

D. An SAP Note can only be released after dual control.

Correct Answer: AC

QUESTION 3

What data objects can be accessed in form routines? (Choose two)

A. All data objects that have been defined locally in the form.

B. All data objects that have been explicitly passed via the Interface.

C. All data objects that are defined in the current program (no matter in which processing block).

D. All data objects in modules that are being called from the current form.

Correct Answer: AB

QUESTION 4

What is the function of a data element? (Choose two)

A. To define the technical attributes of a field (for example, its length).

B. To define the field help (F1 documentation) and field labels that appear on screens.

C. To define the meaning of a domain in a certain business context.

D. To define the possible entries of a field.

Correct Answer: BC

QUESTION 5

What information can you find in an ABAP trace? (Choose two)

A. All ABAP modules (methods, function modules, subroutines) that are executedin the course of a transaction

B. All screens, modules of the flow logic, and ABAP messages

C. All operations on database tables (SELECT, INSERT, MODIFY, and so on)

D. All SAP developers responsible for the checked program

Correct Answer: AB

QUESTION 6

What does \\'component\\' refer to in SAP software? (Choose two)

A. The component is an attribute that allows a classification from the application perspective.

B. Components are arranged in a hierarchy, the so-called Component Hierarchy or Application Component Hierarchy.

C. Components are part of a report.

D. Components are part of data dictionary.

Correct Answer: AB

QUESTION 7

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.

Correct Answer: AB

QUESTION 8

What does priority in incident management mean? (Choose two)

A. It is an attribute that characterizes the urgency of an issue.

B. It is an attribute of an issue.

C. It is an attribute of the customer\\'s system.

D. It is an attribute of the Service Desk.

Correct Answer: AB

QUESTION 9

Which tool analyzes program terminations? (Choose two)

A. Dump Analysis (ST22)

B. ABAP Editor (SE38)

C. System Log (SM21)

D. Data Dictionary (SE11)

Correct Answer: AC

QUESTION 10

How can you get message updates from SAP? (Choose two)

A. The job RNOTIFUPDATE01 runs and updates all the messages that had been sent to SAP and have a status change

B. The action \\'Update Message with SAP\\' is called. In this case, just the message from which the action is called will be updated

C. Via e-mail

D. Via SAP Service Marketplace

Correct Answer: AB

QUESTION 11

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.

Correct Answer: AD

QUESTION 12

What is the function of the F4 key? (Choose two)

A. Display the possible entries.

B. Search for possible entries.

C. Add or remove a value to/from the list of possible entries.

D. Display documentation on possible entries.

Correct Answer: AB

QUESTION 13

You are analyzing a problem with a failed update that terminated in a shortdump. You need to reproduce the problem so it can be analyzed using an SQL trace. What is the best way to do this?

A. Execute the transaction once more.

B. Test the failed update module in SM13.

C. Debug the failed update from SM13.

D. Use SM13 to repeat the update for all records that belong to the transaction.

Correct Answer: B

QUESTION 14

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.

Correct Answer: AD

QUESTION 15

Very High (Priority 1) messages that are opened outside normal business hours are automatically sent to SAP.

Where can the business hours be maintained for each customer organization?

A. Call the transaction BP and open the business partner of type Organization.

B. Call the transaction SPRO.

C. Call the transaction BUSINESS_HOURS.

D. Call the transaction BUS_HOU.

Correct Answer: A

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