

[2016-New GreatExam SAP C_BOSUP_90 Training Guide Free Download (33-40)]

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This dump is valid to pass SAP C_BOSUP_90. And don't just memorize the answer, you need to get through understanding of it because the question changed a little in the real exam. The material is to supplement your studies. Following questions and answers are all new published by SAP Official Exam Center: (The full version is in the end of the article!!!) QUESTION 33A 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 34A 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 35What is contractually defined in the Service Level Agreements (SLAs) of SAP Enterprise Support? (Choose two) A. The products supported as defined in the SLAB. The Initial Response Time (IRT)C. The maximum time for providing corrective action for critical issuesD. The dedicated support consultant that has been assigned to the customer Answer: BC QUESTION 36Assume 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 37Where is collected data processed to generate a report when using SAP EarlyWatch Alert? A. In the Data Collectors on satellite systemsB. In SAP Support office by support consultantsC. In SAP Solution ManagerD. In the SAP Service Marketplace Answer: C QUESTION 38In the Service Desk, how can you search for SAP Notes? A. Via transaction SAP_NOTE.B. Via the Tab SAP Notes in the messageC. Via transaction SNOTED. Via transaction SNOTE_SEARCH Answer: B QUESTION 39An 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 40A 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 ProcessorB. Sales ExecutiveC. Service ConsultantD. Support Coordinator Answer: D About 90% questions are from this C_BOSUP_90 dump. One thing you need to pay attention is the questions are rephrased in the real C_BOSUP_90 exam. And btw selections are jumbled so you must remember the answer itself not the letter of choice. 2016 SAP C_BOSUP_90 exam dumps (All 85 Q&As) from GreatExam: <http://www.greatexam.com/c-bosup-90-exam-questions.html> [100% Exam Pass Guaranteed!!!]