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## QUESTION NO: 1

Your customer has created a content structure that includes different languages, processes, roles and courses. The customer wants to grant access to the content via Library on a web server but does not know how to publish it as a single deployment without redundancies. Which solutions would you suggest? Note: There are 3 correct answers to this question.

- A. Provide pre-filtered links to show only language-related content.
- B. Distribute deep links to sub-trees of the structure for different target groups.
- C. Create and provide filters for the library before deploying the complete structure.
- D. Use the Included Dependent Objects option in the publishing rule wizard.
- E. Define Manager tags per target group and tag the content accordingly.

**ANSWER: A B C**

## QUESTION NO: 2

In Producer, what must you consider when you modify files manually (not using the GUI)? Note: There are 2 correct answers to this question.

- A. Producer uses the unmodified files from the workarea cache until a refresh is triggered.
- B. Producer displays the results of file modifications after the file is saved.
- C. Producer is NOT automatically notified of the manual changes.
- D. Producer reports file modifications to the Manager when file editing is finished.

**ANSWER: A C**

## QUESTION NO: 3

What is an advantage of using Object Visibility in book pages?

- A. To fade in or out instead of only showing or hiding objects.
- B. To display groups of objects.
- C. To show more than one object with a single action
- D. To reduce the total number of actions that must be maintained

**ANSWER: A**

## QUESTION NO: 4

Your customer rolled out a new version of Microsoft Office. They want to use performance support to train end users on new Office features. What does SAP recommend you do?

- A. Use Web Assistant.
- B. Use context help to explain all of the Office UI elements.
- C. Deliver Desktop Assistant with guided tours for all new Office features.
- D. Start with an easy scenario by using Desktop Assistant with simulations.

**ANSWER: C**

## QUESTION NO: 5

You implement SAP Enable Now and want to use the customer's existing data and applications. What does SAP recommend you do? Note: There are 2 correct answers to this question.

- A. Import existing customer content via SCORM into SAP Enable Now Manager.
- B. Use the customer's Learning Management System (LMS) for courseware delivery and tracking.
- C. Connect SAP Enable Now with the customer's incident management system.
- D. Use the customer's Business Process Model data as a starting point for the Library design.

**ANSWER: A B**

## QUESTION NO: 6

A customer wants to use Desktop Assistant for a non-SAP target application that is not listed in the Product Availability Matrix (PAM) and asks you whether this is possible. What do you reply?

- A. Desktop Assistant can be rolled out for an application, but will support the application context only.
- B. Because the application is not listed in the PAM, Desktop Assistant cannot be rolled out for this application.
- C. The PAM shows the limitations for SAP applications. Non-SAP applications are supported out-of-the-box.
- D. Because the application is not listed in the PAM, it is not officially supported. You must evaluate whether the application will work.

**ANSWER: D**

## QUESTION NO: 7

The customer wants to offer Web Assistant content in several languages and wants to know whether it is necessary to create content in each language for the initial rollout. What would be the correct advice?

- A. It is not necessary if the customer starts with English as the content language. English content is shown as a fallback if there is no content available for a certain UI language.
- B. It is necessary. The content must have the same language as the UI.
- C. Web Assistant supports English content only.
- D. It is not necessary if the customer starts with German as the content language. German content is shown as a fallback if there is no content available for a certain UI language.

**ANSWER: B**

## QUESTION NO: 8

You installed the SAP Enable Now Manager on premise on an Apache Tomcat server. What do you do next? Note: There are 2 correct answers to this question.

- A. Download and add the additional Java libraries that are needed for Manager, SQL option.
- B. Send the Tomcat administrator password to SAP support.
- C. Configure the server XML files to match security and performance requirements.
- D. Change the values for the memory pool to match performance requirements.

**ANSWER: C D**

## QUESTION NO: 9

Your customer uses SAP Enable Now, cloud edition and the Desktop Assistant. They want to use an on-premise web server to deliver the content. What must they consider?

- A. MIME type .inav must be supported by the web server.
- B. A specific .xdnt file pointing to the web server must be created and uploaded to the Manager.
- C. Desktop Assistant on-premise must be installed on each end-user machine.
- D. The web server must be Microsoft IIS.

**ANSWER: C**

## QUESTION NO: 10

What are SAP best practices in a knowledge content production scenario? Note: There are 2 correct answers to this question.

- A. Cover the entire end-to-end process in a single recording.
- B. Use metadata and tagging to keep it maintainable.
- C. Keep the content granular and avoid redundancies.
- D. Use a separate workarea for each project.

**ANSWER: B C**