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Exam : **C_C4H510_01**

Title : SAP Certified Application
Associate - SAP Service Cloud
1911

Vendor : SAP

Version : DEMO

NO.1 What can you use to ide a single value of a multiple value field?

Please choose the correct answer.

Response:

- A. Key user tool (KUT)
- B. Code list restrictions
- C. Personalization
- D. Access rights

Answer: B

NO.2 Which of the following settings are available in the Service and Social view of the Administrator work center in SAP Cloud for Customer?

There are 3 correct answers to this question.

Response:

- A. Organizational work distribution
- B. Ticket routing rules
- C. Service ticket priorities
- D. Service levels
- E. Ticket templates

Answer: A,B,D

NO.3 When responding to a SAP Cloud for Customer ticket, where is the default sender email address taken from?

Please choose the correct answer.

Response:

- A. Service technician of the ticket
- B. Employee responsible for the ticket
- C. Outbound channel
- D. Sales organization

Answer: C

NO.4 What tool can be used to control the general availability of a work center in the user interface in SAP C4C?

Please choose the correct answer.

Response:

- A. Application and User Management
- B. Scoping
- C. Activity List
- D. Fine-Tuning

Answer: B

NO.5 You created and activated a warranty. To which object do you assign the warranty in order to determine it in the service ticket?

Please choose the correct answer.

Response:

- A. Contract
- B. Installed base
- C. Registered product
- D. Individual object

Answer: C

NO.6 In which of the following objects do you see the Maintenance Plan work center view?

There are 3 correct answers to this question.

Response:

- A. Customer
- B. Contact
- C. Registered product
- D. Installed base
- E. Contract

Answer: C,D,E

NO.7 What can you do to give the business user access to the Territory Management work center?

Please choose the correct answer.

Response:

- A. Assign the business user to a territory
- B. Use business scoping for the authorization of Territory Management
- C. Assign the employee to the organizational structure
- D. Create a new business role with the work center and assign it to the business user

Answer: D

NO.8 What is the difference between a business user and an employee?

There are 2 correct answers to this question.

Response:

- A. Business users can be assigned access rights and business roles, employees cannot
- B. Business users can be created using the data migration template, employees cannot
- C. Employees need to be assigned directly to the organizational structure business users do not
- D. Employees can be assigned access rights and business roles, business users cannot

Answer: A,C

NO.9 You are setting up the connection between SAP Jam and SAP Cloud for Customer. Where do you enable this integration?

Please choose the correct answer.

Response:

- A. In Integration under the Business Configuration work center
- B. In Service and Social General Settings under the Administrator work center
- C. In Fine-Tuning under the Business Configuration work center
- D. In General Settings under the Administrator work center

Answer: A

NO.10 You want to trigger additional service activities for a registered product regularly if a specific measurement reading threshold is reached.

What type of maintenance plan should you create?

Please choose the correct answer.

Response:

A. Fixed

B. Cyclical

C. Absolute

D. Alternating

Answer: C