

SAP.C_C4H510_04.v2022-11-19.q55

| | |
|---|--|
| Exam Code: | C_C4H510_04 |
| Exam Name: | SAP Certified Application Associate - SAP Service Cloud 2011 |
| Certification Provider: | SAP |
| Free Question Number: | 55 |
| Version: | v2022-11-19 |
| # of views: | 1283 |
| # of Questions views: | 550 |
| https://www.freeqas.com/qa/SAP/C_C4H510_04/SAP.C_C4H510_04.v2022-11-19.q55.html | |

NEW QUESTION: 1

Which tools can you use to dispatch a service technician to an open demand ticket? Note: There are 3 correct Answers to this question.

- A. FSM
- B. Activity Planner
- C. MRS
- D. Time recording
- E. Manual Routing

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 2

Which fields can be determined by using Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Service category
- B. Service level of incoming tickets
- C. Ticket due date
- D. Status

Answer: A,D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 3

What is one consequence of scoping the installed base option?

- A. The number of available standard reports is reduced.
- B. The Measurements feature is activated.
- C. Warranty management is available in service tickets.
- D. The Registered Product scoping option will be selected automatically.

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 4

Which feature is used to limit values in a drop-down list?

- A. Adaptation
- B. Code list restriction
- C. Extension fields
- D. Personalization

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 5

What steps must you take to set up SAP Jam as your knowledge base? Note: There are 2 correct Answers to this question.

- A. Choose the correct SAP Jam group in the knowledge base configuration settings.
- B. Integrate with MindTouch.
- C. Configure the relevant question in scoping.
- D. Create knowledge base articles in SAP Service Cloud.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Which mandatory characteristics do you need to provide when you create a cloud data source? Note:

There are 3 correct Answers to this question.

- A. Description
- B. Usage
- C. Name
- D. Web service URL
- E. Data source ID

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 7

You request external prices from SAP ERP for your contract document. What do you need to display a valid condition record in SAP Service Cloud?

- A. Price scale
- B. Price list
- C. Pricing procedure
- D. Cross-selling list

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 8

When a customer calls in with a problem with their product, which feature helps the service agent quickly identify the unique product ?

- A. Registered product

- B. Service warranty
- C. Installed base
- D. Service contract

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 9

What are the main uses for warranty management in SAP Service Cloud? Note: There are 2 correct Answers to this question.

- A. The system can be set up so that certain incident categories are not covered.
- B. Routing rules can be applied to warranties.
- C. When an agent creates a ticket with a registered product, the warranty is automatically determined.
- D. The agent is prompted to upsell a warranty to the customer.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 10

Question 4: Which of the following elements needs to be activated in the scoping? Note: There are 2 correct answers to this question.

- A. Service Notification
- B. Sales Contact
- C. Service Contract Management
- D. Registered Products and Installed Bases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

When should you use the templates provided in the Data Workbench? Note: There are 2 correct answers to this question.

- A. When data volume is low
- B. When data needs to be loaded into multiple systems
- C. When data needs to be loaded quickly
- D. When there is unstructured legacy data

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 12

What are the scenarios that enable users to broadcast reports by e-mail? Note: There are 2 correct Answers to this question.

- A. Ad-hoc broadcasting
- B. Periodic scheduling
- C. On specific report creation
- D. On every save of the report

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which types of work distribution are possible for routing tickets in SAP Service Cloud? Note: There are 3 correct answers to this question.

- A. Territory work distribution
- B. Account work distribution
- C. Employee work distribution
- D. Service category distribution
- E. Organizational work distribution

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which objects can be used within ticket creation to automatically determine the registered product?

- A. Warranty
- B. Installed Base
- C. Installation Point
- D. Product

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 15

Question 33: In the ticket, there is no warranty determined for the registered product. Which of the following reasons could be a cause?

- A. The warranty is set to active.
- B. The ticket is escalated.
- C. The registered product has no installed base assignment.
- D. The warranty is expired.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 16

You have configured the SLAs and their determination rules, but they are not derived in the service ticket.

Which of the following can be a reason for that? Note: There are 2 correct answers to this question.

- A. The question related to SLAs must be activated in project scoping.
- B. A workflow rule has to be scheduled to trigger the determination.
- C. The system background job for SLA determination runs every 30 minutes and has not been executed yet.
- D. The determination rules have been configured, but not activated.

Answer: A,D ([LEAVE A REPLY](#))

Valid C_C4H510_04 Dumps shared by PrepPdf.com for Helping Passing C_C4H510_04 Exam! PrepPdf.com now offer the **newest C_C4H510_04 exam dumps**, the PrepPdf.com C_C4H510_04 exam **questions have been updated** and **answers have been corrected** get the **newest** PrepPdf.com C_C4H510_04 dumps with Test Engine here: https://www.preppdf.com/SAP/C_C4H510_04-prepaway-exam-dumps.html (112 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 17

You have configured the Service Level Agreements (SLAs) and their determination rules, but they are not derived in the service ticket.

Which of the following could be a reason for that?

Note: There are 2 correct answers to this question.

- A.** The system background job for SLA determination runs every 30 minutes and has not been executed yet.
- B.** A workflow rule has to be scheduled to trigger the determination.
- C.** The question related to SLAs must be activated in project scoping.
- D.** The determination rules have been configured, but not activated.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 18

What are the advantages of using the mashup approach when integrating an SAP BI system?

Note: There are 3 correct answers to this question.

- A.** No additional authorization concept is required
- B.** No security issues with mashup outside of corporate network
- C.** Offline access is available
- D.** Real-time data access
- E.** Existing reports can be reused

Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 19

Which mandatory characteristics do you need to provide when you create a cloud data source? Note: There are

3 correct answers to this question.

- A.** Usage
- B.** Name
- C.** Web service URL
- D.** Description
- E.** Data source ID

Answer: (SHOW ANSWER)

NEW QUESTION: 20

You want to create a maintenance plan for a vehicle check at 10,000 kilometers or 12 months. What schedule condition and schedule type do you use?

- A. One time, time and counter based
- B. Absolute, counter based
- C. One time. no condition, time and counter based
- D. One time, fixed

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

Which types of work distribution are possible for routing tickets in SAP Service Cloud? Note: There are 3 correct Answers to this question.

- A. Territory work distribution
- B. Service category distribution
- C. Organizational work distribution
- D. Account work distribution
- E. Employee work distribution

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 22

Which of the following statements is correct in the context of scoping and fine-tuning? Note: There are 2 correct answers to this question.

- A. Scoping is the process of matching your individual business requirements to predefined solution capabilities.
- B. Fine-tuning is the process of generating the activity list by answering questions about which business processes will implemented.
- C. The activity list is automatically generated by the system based on your scoping decisions.
- D. Scoping is automatically generated by the system based on your fine-tuning decisions.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 23

A maintenance plan is created with the condition "Every 5 weeks". Based on this condition, a ticket is created on March 1, but ticket processing is delayed. Which option should you enable on the ticket template to avoid creation of multiple tickets?

- A. Consider contract status
- B. Consider delay
- C. Consider ticket resolved on date
- D. Consider maintenance plan condition

Answer: C (LEAVE A REPLY)

NEW QUESTION: 24

Which key user tool allows you to change field properties on the SAP Service Cloud UI?

- A. Adaptation
- B. Code list restriction
- C. Mashup
- D. Workflow rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

The status of a ticket needs to be escalated. Which tool can be used to achieve this? Note: There are 2 correct Answers to this question.

- A. Resource scheduler
- B. Workflow rule
- C. Maintenance plan
- D. Feature action within tickets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

When an end user logs an incident in SAP Service Cloud, which steps will be performed by the administrator to manage the incident? Note: There are 2 correct Answers to this question.

- A. Start processing.
- B. Set up a multi-step approval process.
- C. Push the incident to SAP Service Cloud support.
- D. Change the priority to escalated.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 27

What are the advantages of using the mash-up approach when integrating an SAP BusinessObjects BI system?

Note: There are 3 correct answers to this question.

- A. Offline access is available
- B. No additional authorization concept is required
- C. No security issues with mashup outside of corporate network
- D. Real-time data access
- E. Existing reports can be reused

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Which objects are required to create a service ticket? Note: There are 2 correct Answers to this question.

- A. Contracts

- B. Maintenance plan
- C. Customer
- D. Transaction

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 29

For which element do you maintain attributes such as password and security policy?

- A. Service agent
- B. Business role
- C. Business user
- D. Employee

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

- A. Report a ticket.
- B. Send an e-mail to SAP Cloud Support.
- C. Document an influencer story.
- D. Create an incident.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Which item can be assigned to organizational structures, team assignments, and workflow rules?

- A. Employee
- B. Business role
- C. Business user
- D. Service agent

Answer: ([SHOW ANSWER](#))

Valid C_C4H510_04 Dumps shared by PrepPdf.com for Helping Passing C_C4H510_04 Exam! PrepPdf.com now offer the **newest C_C4H510_04 exam dumps**, the PrepPdf.com C_C4H510_04 exam **questions have been updated** and **answers have been corrected** get the **newest** PrepPdf.com C_C4H510_04 dumps with Test Engine here:

https://www.preppdf.com/SAP/C_C4H510_04-prepaway-exam-dumps.html (112 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 32

Which business function in the account master will block the release of quotes to SAP S/4HANA?

- A. Sales support block
- B. Credit limit check
- C. Delivery block
- D. Prospect

Answer: C (LEAVE A REPLY)

NEW QUESTION: 33

Which fields can be pre-filled in the ticket template when you create a maintenance plan?

Note: There are 3 correct Answers to this question.

- A. Installed Base
- B. Ticket Type
- C. Service Category
- D. Ticket Priority
- E. Ticket ID

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 34

You plan a product recall with the help of automatically generated tickets. Which tool do you use?

- A. Ticket routing rules
- B. Realignment runs
- C. Activity planner
- D. Maintenance plan

Answer: D (LEAVE A REPLY)

NEW QUESTION: 35

When should you use the templates provided in the Data Workbench?

- A. When there is unstructured legacy data
- B. When customer data needs to be loaded quickly
- C. When data volume is low
- D. When the Mass Change Account Data tool is used

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 36

Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct Answers to this question.

- A. Scoping attribute set
- B. Maintenance plan
- C. Setup deals

D. Maintenance measurement and readings

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 37

What must you consider when you want to upload master data to SAP Service Cloud using templates? Note:

There are 2 correct answers to this question.

- A. Data can be loaded only once.
- B. There is a template available for each object that allows tool-supported migration.
- C. The template structure is predefined and cannot be changed.
- D. Field definitions are not relevant.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 38

Which business function in the account master will block the release of quotes to SAP S/4HANA?

- A. Sales support block
- B. Prospect
- C. Credit limit check
- D. Delivery block

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 39

Which objects are needed to create a registered product? Note: There are 2 correct Answers to this question.

- A. Product
- B. Customer
- C. Contract
- D. Installed base

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Which of the following Data Workbench actions are supported for a complete business object? Note: There are 2 correct answers to this question.

- A. Delete
- B. Insert
- C. Update
- D. Upsert

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 41

What is required to set up the organizational structure correctly?

- A. The root node/uppermost node must be defined as a service organization.
- B. The root node/uppermost node must be defined as a sales organization.
- C. The root node/uppermost node must be defined as an enterprise.
- D. The root node/uppermost node must be defined as a company.

Answer: (SHOW ANSWER)

NEW QUESTION: 42

Which of the following steps are recommended to upload data into SAP Service Cloud through the Data Workbench?

Note: There are 2 correct answers to this question.

- A. Map the data fields with the offered data fields in the migration template.
- B. Schedule an MORO Job.
- C. Save the file in XML
- D. Download the migration template.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 43

Which of the following elements are necessary to calculate the due dates defined in the SLA?

Note: There are 2 correct answers to this question.

- A. Service contract
- B. Working calendar
- C. Operating hours
- D. Maintenance plan

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 44

What are the valid schedule types when creating maintenance plans? Note: There are 2 correct Answers to this question.

- A. Cyclical
- B. Absolute
- C. Recall
- D. Counter-based

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 45

Which of the following options are features within the Analytics framework? Note: There are 2 correct Answers to this question.

- A. With the Dashboard Designer, KPIs can be joined to a new data source.
- B. With the mashup approach, offline access to an SAP BusinessObjects BI system is available.

- C. You can create new custom reports based on join data sources.
- D. You can add custom fields in data sources and reports.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

Which key features of the Analytics framework allow you to monitor business processes in SAP Service Cloud? Note: There are 3 correct Answers to this question.

- A. Standard reports
- B. Web service message monitoring
- C. Custom reports
- D. Interactive dashboards
- E. Inner join data sources

Answer: A,C,D ([LEAVE A REPLY](#))

Valid C_C4H510_04 Dumps shared by PrepPdf.com for Helping Passing C_C4H510_04 Exam! PrepPdf.com now offer the **newest C_C4H510_04 exam dumps**, the PrepPdf.com C_C4H510_04 exam **questions have been updated** and **answers have been corrected** get the **newest** PrepPdf.com C_C4H510_04 dumps with Test Engine here: https://www.preppdf.com/SAP/C_C4H510_04-prepaway-exam-dumps.html (112 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 47

You set up an e-mail channel to process incoming tickets and create new customers for unknown senders. Which action should you take if you would rather route unknown senders to a common inbox (Unassociated E-Mails)?

- A. Switch from channel direction outbound to inbound.
- B. Switch from channel type B2C to B2B.
- C. Switch from channel direction inbound to outbound.
- D. Switch from channel type B2B to B2C.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 48

What are the different types of mashups available in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. HTML mashups
- B. Internal mashups
- C. ASAP mashups
- D. URL mashups

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 49

Which fields can be determined by using SLAs? Note: There are 2 correct answers to this question.

- A. Ticket due date
- B. Service level of incoming tickets
- C. Status
- D. Service category

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

When an end user logs an incident in SAP Service Cloud, which steps will be used by the administrator to manage the incident?

- A. Set up a multi-step approval process.
- B. Start processing.
- C. Push the incident to SAP Service Cloud support.
- D. Change the priority to escalated.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 51

Which best practice actions are suggested for incident management? Note: There are 3 correct answers to this question.

- A. Report the incident from the screen in which the issue occurs.
- B. Keep the incident lightweight and use screenshots only if it is necessary.
- C. Always include step-by-step instructions on how to recreate the issue.
- D. Always create the incident with medium priority and adjust it later if applicable.
- E. Check for solutions in the Help Center.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Which type of categories can be used in the service catalog? Note: There are 3 correct answers to this question.

- A. Warranty category
- B. Service category
- C. Incident category
- D. Cause category
- E. Maintenance category

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

Which of the following objects can you assign to an installed base at an item level? Note:
There are 3 correct Answers to this question.

- A. Warranty
- B. Text
- C. Maintenance plan
- D. Registered product
- E. Product

Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 54

Which of the following access restriction types are available in SAP Service Cloud? Note:
There are 3 correct Answers to this question.

- A. Unrestricted
- B. Define Specific Restriction
- C. Restricted
- D. Full Access
- E. No Access

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 55

Because some activities can be carried out in multiple views, which of the following is correct regarding access rights?

- A. Unrestricted access rights override any restrictions you have defined.
- B. Restricted access rights override any unrestricted access you have defined.
- C. If an activity is contained in multiple views and the access rights are contradictory, the system automatically grants no access.
- D. You can decide, per view, if the access rights should override any restrictions you have defined or not.

Answer: A (LEAVE A REPLY)

Valid C_C4H510_04 Dumps shared by PrepPdf.com for Helping Passing C_C4H510_04 Exam! PrepPdf.com now offer the **newest C_C4H510_04 exam dumps**, the PrepPdf.com C_C4H510_04 exam **questions have been updated** and **answers have been corrected** get the **newest** PrepPdf.com C_C4H510_04 dumps with Test Engine here:

https://www.preppdf.com/SAP/C_C4H510_04-prepaway-exam-dumps.html (112 Q&As

Dumps, **40%OFF Special Discount: Exam-Tests**)