



Free Questions for C_C4H510_21 by dumpshq

Shared by Jordan on 12-12-2023

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Question 1

Question Type: MultipleChoice

What can you use to keep track of new knowledge base articles and changes made to the existing ones if you have set up SAP Jam as a knowledge base?

Options:

- A- Knowledge Base fine -tuning activity
- B- Solution finder
- C- Broadcast
- D- Feed

Answer:

D

Question 2

Question Type: MultipleChoice

Which mandatory characteristics do you need to provide when you create a cloud data source? Note: There are 3 correct answers to this question.

Options:

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

Answer:

B, C, D

Question 3

Question Type: MultipleChoice

What are the steps required to set up an approval process? Note: There are 3 correct answers to this question.

Options:

- A- Configure a resource scheduler.
- B- Create a new registered product.
- C- Configure process steps and define work distribution.
- D- Set validity from and to dates.
- E- Copy an existing approval process and modify the details.

Answer:

C, D, E

Question 4

Question Type: MultipleChoice

How can you restrict access to Product View?

Options:

- A- Territories
- B- Service Unit of Employee
- C- Employee
- D- Sales Data of Employee

Answer:

D

Question 5

Question Type: MultipleChoice

What objects can be used to define work distribution rules? Note: There are 2 correct answers to this question.

Options:

- A- Employees
- B- Territories
- C- Incidents

D- Service agents

Answer:

B, C

Question 6

Question Type: MultipleChoice

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

Options:

A- Service agent

B- Business role

C- Business user

D- Employee

Answer:

D

Question 7

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Question 8

Question Type: MultipleChoice

Which of the following are reporting features in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

- A- You can use a console to write SQL statements.
- B- You can add custom fields in data sources and reports.
- C- You can access data base and check raw data in tables.
- D- You can save report views and make them available to users.

Answer:

B, D

Question 9

Question Type: MultipleChoice

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

Options:

A- Employee

B- Business role

C- Business user

D- Service agent

Answer:

C

Question 10

Question Type: MultipleChoice

To which objects can you directly assign a registered product? Note: There are 2 correct answers to this question.

Options:

- A- Maintenance plan
- B- Appointment
- C- Installed base
- D- Territory

Answer:

A, C

Question 11

Question Type: MultipleChoice

The system needs to be set up to route all messages from Twitter that get created as service tickets to be handled by a specific team.

Which feature of SAP Service Cloud can help with this?

Options:

- A- SLA
- B- Work distribution
- C- Knowledge base integration
- D- Social channel setup

Answer:

C

Question 12

Question Type: MultipleChoice

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

Options:

- A- Fine-tuning is the process of generating the activity list by answering questions about which business processes will be implemented.
- B- Scoping is automatically generated by the system based on your fine-tuning decisions.

C- The activity list is automatically generated by the system based on your scoping decisions.

D- Scoping is the process of matching your individual business requirements to predefined solution capabilities.

Answer:

C, D

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