



Free Questions for C_C4H510_21

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Question 1

Question Type: MultipleChoice

Question 42: You want to create a service ticket with a reference to an installed base, but installed base is not available for

selection.

What could be the reason?

Options:

- A- You need to be maintained as the contact for the installed base.
- B- The installed base is in status 'In Preparation' and needs to be activated.
- C- The address of the installed base does not match the account.
- D- You need to update the skills in the service ticket and the installed base.

Answer:

B

Question 2

Question Type: MultipleChoice

Which actions can be taken to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

Options:

- A- Set the access rights to edit.
- B- Set the read and write access to restricted.
- C- Set the read access to restricted.
- D- Set the access rights to display.
- E- Set the write access to restricted.

Answer:

B, C, E

Question 3

Question Type: MultipleChoice

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

Options:

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

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Answer:

A, C, D

Question 4

Question Type: MultipleChoice

Which of the following actions can you perform to configure access rights? Note: There are 3 correct answers to this question.

Options:

- A- Set access restrictions.
- B- Control access on field and action level.
- C- Create service level agreements.
- D- Assign work centers and views.
- E- Maintain the service catalog.

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Answer:

A, B, D

Question 5

Question Type: MultipleChoice

What can you do to give employees easy access to a centralized repository of information that would help with ticket resolution?

Note: There are 2 correct answers to this question.

Options:

- A- Create a migration template.
- B- Configure SAP Jam as knowledge base.
- C- Create a broadcast.
- D- Integrate MindTouch.

Answer:

B, D

Question 6

Question Type: MultipleChoice

Which action is a prerequisite to implement registered products? Note: There are 2 correct answers to this question.

Options:

- A- Activate Registered Products in Scoping
- B- Create an Installed Base
- C- Create numeric ranges for customers
- D- Create customer records

Answer:

A, B

Question 7

Question Type: MultipleChoice

Which of the following scoping questions needs to be flagged to enable automatic ticket creation based on incoming e-mails?

Options:

- A- Do you want to support e-mail channels for corporate accounts?
- B- Do you want to enable agents to respond to tickets using an external e-mail client?
- C- Do you want to enable internal memos for tickets?
- D- Do you want to download an add-in for Microsoft Outlook?

Answer:

A

Question 8

Question Type: MultipleChoice

Which of these template formats is supported by the Data Workbench?

Options:

- A- csv
- B- Raw data
- C- XML
- D- HTML

Answer:

A

Question 9

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

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Question 10

Question Type: MultipleChoice

Which settings can you control for the e-mail channel setup? Note: There are 3 correct answers to this question.

Options:

- A- Notification type
- B- Ticket type
- C- Channel type
- D- Mashup service
- E- Channel direction

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Answer:

B, C, E

Question 11

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 12

Question Type: MultipleChoice

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.

Options:

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

Answer:

B, C

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