

Free Questions for C_C4H510_21 by actualtestdumps

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Question 1

Question Type: MultipleChoice

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

Options:

A- SAP Service Cloud

B- SAP Analytics Cloud

C- SAP ERP

D- SAP SuccessFactors

Answer:

С

Question 2

Question Type: MultipleChoice

Which actions are prerequisites 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, D

Question 3

Question Type: MultipleChoice

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

Activity planner Maintenance plan Ticket routing rules swer: Cestion 4 tion Type: MultipleChoice	westion Type: MultipleChoice Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.	Options:
Maintenance plan Ticket routing rules swer: estion 4 tion Type: MultipleChoice	C- Maintenance plan D- Ticket routing rules Answer: C Question 4 uestion Type: MultipleChoice Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.	A- Realignment runs
Ticket routing rules swer: estion 4 tion Type: MultipleChoice	Answer: C Ruestion 4 Restion Type: MultipleChoice Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.	B- Activity planner
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- B- You can change the status of multiple sub-tickets from the main ticket.
- C- Multiple tickets can be linked to a customer hierarchy using the Grouping feature
- D- Opening the main ticket allows you to see all the connected sub-tickets.

Answer:

B, D

Question 5

Question Type: MultipleChoice

Which actions are required to allow contract management in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

- A- Use Fine Tuning to activate Service Contract Management
- **B-** Activate Create Contracts in Detail View
- C- Use Fine Tuning to manage the numeric range for contracts
- D- Activate Service Contract Management in Scoping

Answer:

C, D

Question 6

Question Type: MultipleChoice

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

Options:

- A- Field Service Management
- **B-** Activity Planner
- **C-** Manual Routing
- D- Multi Resource Scheduling
- E- Time recording

Answer:

B, C, D

Question 7

Question Type: MultipleChoice

Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

Options:

- A- Organization
- **B-** Service category
- **C-** Territory
- **D-** Employee
- E- Account

Answer:

B, C, E

Question 8

Question Type: MultipleChoice

Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

Options:

- A- Organization
- **B-** Service category
- **C-** Territory
- **D-** Employee
- E- Account

Answer:

B, C, E

Question 9

Question Type: MultipleChoice

Which actions are required to allow contract management in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

- A- Use Fine Tuning to activate Service Contract Management
- **B-** Activate Create Contracts in Detail View
- C- Use Fine Tuning to manage the numeric range for contracts
- D- Activate Service Contract Management in Scoping

Answer:

C, D

Question 10

Question Type: MultipleChoice

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

Options:
A- SAP Service Cloud
B- SAP Analytics Cloud
C- SAP ERP
D- SAP SuccessFactors
Answer:
C
Question 11
Question Type: MultipleChoice
Which tools can you use to dispatch a service technician to an open demand ticket? Note: There are 3 correct answers to this question.
Options:

A- Field Service Management

- **B-** Activity Planner
- **C-** Manual Routing
- D- Multi Resource Scheduling
- E- Time recording

Answer:

B, C, D

Question 12

Question Type: MultipleChoice

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

Options:

- A- Changing the customer in the main ticket updates the customers in the related sub-tickets.
- B- You can change the status of multiple sub-tickets from the main ticket.
- C- Multiple tickets can be linked to a customer hierarchy using the Grouping feature

D- Opening the main ticket allows you to see all the connected sub-tickets.

Answer:

B, D

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