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Question 1

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 2

Question Type: MultipleChoice

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

Options:

- A- Determining fine-tuning settings
- B- Controlling responsibility
- C- Controlling validity of the service catalog
- D- Reporting
- E- Determining service level assignments

Answer:

C, D, E

Question 3

Question Type: MultipleChoice

Which tool do you use to determine a service ticket processing team, based on conditions?

Options:

- A- SLA determination
- B- Ticket routing rule
- C- Data Workbench
- D- Delegation rules

Answer:

B

Question 4

Question Type: MultipleChoice

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

Options:

- A- Maintenance plan

- B- Visit
- C- Contract
- D- Ticket

Answer:

C, D

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

B, D

Question 6

Question Type: MultipleChoice

Which feature allows the scheduling of automatic ticket creation?

Options:

- A- Realignment run
- B- Service plans
- C- Registered products
- D- Maintenance plans

Answer:

D

Question 7

Question Type: MultipleChoice

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.

Options:

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

Answer:

A, B, D

Question 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

A, D

Question 10

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 11

Question Type: MultipleChoice

Which feature helps to ensure that e-mail responses sent by the service agent have the correct branding?

Options:

- A- Workflow rules
- B- Routing rules
- C- Templates

D- Knowledge base

Answer:

C

Question 12

Question Type: MultipleChoice

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

Options:

A- Service category

B- Ticket due date

C- Status

D- Service level of incoming tickets

Answer:

A, C

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