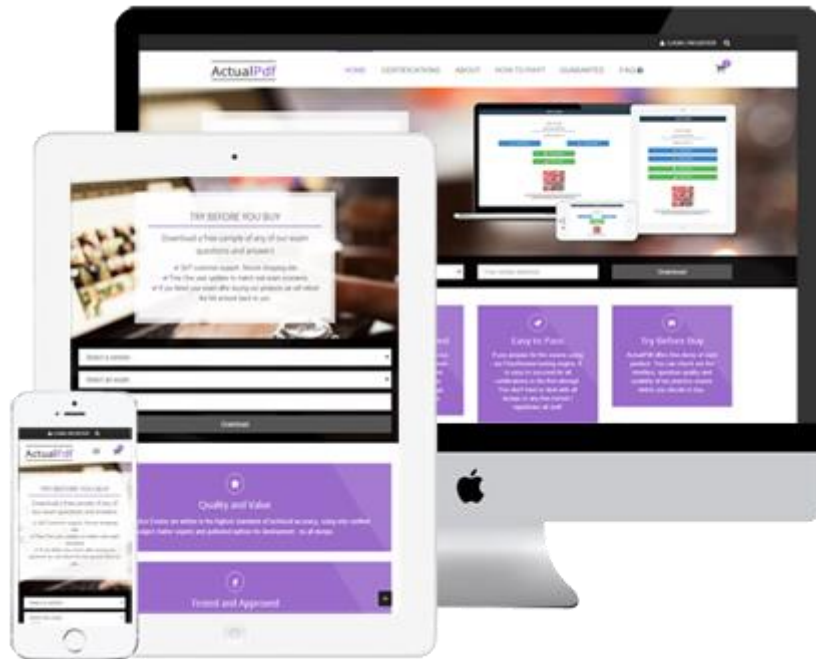


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Exam : **C_C4H510_21**

Title : Certified Application Associate
– SAP Service Cloud 2111

Vendor : SAP

Version : DEMO

NO.1 Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Set up deals
- B. Maintenance plan
- C. Scoping attribute set
- D. Maintenance measurement and readings

Answer: B,D

NO.2 When an end user logs an incident in SAP Service Cloud, which steps will be used by the administrator to manage the incident?

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

Answer: B

NO.3 For which element do you maintain attributes such as password and security policy?

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

Answer: D

NO.4 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?

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

Answer: C

NO.5 Which of the following access restriction types are available in SAP Service Cloud? Note: There are 3 correct answers to this question.

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

Answer: B,D,E

NO.6 Which feature allows the scheduling of automatic ticket creation?

- A. Maintenance plans

- B. Registered products
- C. Service plans
- D. Realignment run

Answer: A

NO.7 Which item can be assigned to organizational structures, team assignments and workflow rules?

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

Answer: D

NO.8 What is required to set up the organizational structure correctly?

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

Answer: D

NO.9 Which action is recommended for the administrator to solve an issue in the SAP Service Cloud system?

- A. Report an incident in SAP Service Cloud and forward to the provider.
- B. Write a message to SAP via social media.
- C. Write an e-mail to your implementation partner.
- D. Report an incident in SAP Service Cloud and forward to the requester.

Answer: A

NO.10 What are the essential configuration steps to automatically create a service ticket when an e-mail comes in? Note: There are 3 correct answers to this question.

- A. Configure the e-mail address in the communication channel.
- B. Set scoping questions and outgoing e-mail details in fine-tuning.
- C. Set up service categories and service catalogs.
- D. Create an e-mail template for responses.
- E. Create an account with the e-mail address of the customer.

Answer: A,B,E

NO.11 Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

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

Answer: D

NO.12 Which feature in user interface maintenance can be used to control the values of custom fields?

- A.** Code list restriction
- B.** Personalization
- C.** Usage of restriction rules
- D.** Activation scoping item in administration

Answer: B