

Latest [Apr 26, 2022] Real SAP C_C4H510_04 Exam Dumps Questions [Q28-Q51]



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C_C4H510_04 Dumps To Pass SAP Certified Application Associate Exam in One Day (Updated 115 Questions)

NEW QUESTION 28

Which components delivered by SAP Service Cloud provide CTI integration? Note: There are 2 correct answers to this question.

- * CTI Client Adapter
- * Live Activity pane
- * CTI Desktop pane
- * CTI Client pane

NEW QUESTION 29

Which of the following options are possible for permissions?

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

NEW QUESTION 30

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

- * Maintenance plan
- * Activity planner
- * Realignment runs
- * Ticket routing rules

NEW QUESTION 31

Question 33: In the ticket, there is no warranty determined for the registered product. Which of the following reasons could be a cause?

- * The warranty is expired.
- * The warranty is set to active.
- * The registered product has no installed base assignment.
- * The ticket is escalated.

NEW QUESTION 32

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

- * Maintain Number Ranges for Customers
- * Maintain Installed Base
- * Purchase a license for the Registered Product
- * Scope Registered Products

NEW QUESTION 33

Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

- * Create an incident.
- * Send an e-mail to SAP Cloud Support.
- * Document an influencer story.
- * Report a ticket.

NEW QUESTION 34

Which of the following objects can be replicated from SAP Service Cloud to SAP Field Service Management?

Note: There are 2 correct answers to this question.

- * Installed bases
- * Service contracts
- * Contacts
- * Registered products

NEW QUESTION 35

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

- * Channel direction
- * Ticket type
- * Notification type
- * Mashup service
- * Channel type

NEW QUESTION 36

The status of a ticket needs to be escalated.

Which tool can be used to achieve this?

Note: There are 2 correct answers to this question.

- * Resource scheduler
- * Maintenance plan
- * Feature action within tickets
- * Workflow rule

NEW QUESTION 37

Which of the following options are features within the Analytics framework? Note: There are 2 correct answers to this question.

- * You can add custom fields in data sources and reports.
- * With the Dashboard Designer, KPIs can be joined to a new data source.
- * With the mashup approach, offline access to an SAP BusinessObjects BI system is available.
- * You can create new custom reports based on join data sources.

NEW QUESTION 38

Which business function in the account master will block the release of quotes to SAP S/4HANA?

- * Sales support block
- * Prospect
- * Delivery block
- * Credit limit check

NEW QUESTION 39

When a customer calls in with a problem with their product, which feature helps the service agent quickly identify the unique product ?

- * Registered product
- * Installed base
- * Service contract
- * Service warranty

NEW QUESTION 40

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

- * Set access restrictions.
- * Control access on field and action level.
- * Create service level agreements.
- * Assign work centers and views.
- * Maintain the service catalog.

NEW QUESTION 41

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

- * csv
- * Raw data
- * XML
- * HTML

NEW QUESTION 42

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

- * Scoping is the process of matching your individual business requirements to predefined solution capabilities.
- * Scoping is automatically generated by the system based on your fine-tuning decisions.
- * The activity list is automatically generated by the system based on your scoping decisions.
- * Fine-tuning is the process of generating the activity list by answering questions about which business processes will be implemented.

NEW QUESTION 43

Which of the following options can be used to control the access rights of a user in transactions? Note: There are 2 correct answers to this question.

- * Activate Scoping Item Determination for Territory Owner in Transaction
- * Usage of Delegates
- * Assign Restriction Rules
- * Configure Work Distribution Rules for Employees

NEW QUESTION 44

Which tool would you use to create high data volumes in SAP Service Cloud?

- * Data Workbench
- * Job Manager
- * Form Templates
- * Mass data maintenance

NEW QUESTION 45

Which objects can be used within ticket creation to automatically determine the registered product?

- * Installation Point
- * Product
- * Warranty
- * Installed Base

NEW QUESTION 46

What are the scenarios that enable users to broadcast reports by e-mail? Note: There are 2 correct Answers to this question.

- * On specific report creation
- * On every save of the report
- * Ad-hoc broadcasting
- * Periodic scheduling

NEW QUESTION 47

Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct Answers to this question.

- * Scoping attribute set
- * Maintenance plan
- * Maintenance measurement and readings
- * Setup deals

NEW QUESTION 48

What types of mashups are available in SAP Service Cloud? Note: There are 2 correct Answers to this question.

- * HTML mashups
- * Internal mashups
- * URL mashups
- * ABAP mashups

NEW QUESTION 49

Question 4: Which of the following elements needs to be activated in the scoping? Note: There are 2 correct answers to this question.

- * Service Contract Management
- * Registered Products and Installed Bases
- * Sales Contact
- * Service Notification

NEW QUESTION 50

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

- * Determining fine-tuning settings
- * Controlling responsibility
- * Controlling validity of the service catalog
- * Reporting
- * Determining service level assignments

NEW QUESTION 51

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?

- * Absolute, counter based
- * One time, no condition, time and counter based
- * One time, fixed
- * One time, time and counter based

SAP C_C4H510_04 Exam Syllabus Topics:

TopicDetailsTopic 1- Perform tasks associated with the maintenance of employees- Explain Time Recording and Fulfillment in Service TicketsTopic 2- Set up a notification process and configure conditions and actions for workflows- Use data migration templates, troubleshoot data migration issues and understand mass data maintenanceTopic 3- Setup Service Levels, Categories and define Work Distribution rules for Service Process- Knowledge Base in SAP Service CloudTopic 4- Describe the SAP pre-packaged integration scenarios and optimal project management practices related to system integration- Service Elements and NotificationaTopic 5- Communication Channel and Knowledge Base- Business roles and users, as well as set up data restrictionsTopic 6- Explain Contracts & Case Management in Service Tickets- Explain Warranty Management & its usage in Service Tickets

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