

[Jun-2022 Updated SAP C_C4H510_04 Dumps - PDF & Online Engine [Q41-Q60]



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C_C4H510_04.pdf - Questions Answers PDF Sample Questions Reliable

SAP C_C4H510_04 Exam Syllabus Topics:

Topic 1- Leverage MS Excel with SAP Cloud for Customer reports- Identify standard implementation methodologies used by SAP for SAP Cloud for Customer implementations
Topic 2- Communication Channel and Knowledge Base- Business roles and users, as well as set up data restrictions
Topic 3- Communication channels for Service Tickets- Explain Registered Products & their usage in Service Tickets
Topic 4- Explain Contracts & Case Management in Service Tickets- Explain Warranty Management & its usage in Service Tickets
Topic 5- Perform tasks associated with the maintenance of employees- Explain Time Recording and Fulfillment in Service Tickets
Topic 6- Explain Installed Base & its usage in Service Tickets- Identify the different Service Processes and their capabilities

NO.41 Which type of categories can be used in the service catalog? Note: There are 3 correct answers to this question.

- * Incident category
- * Warranty category
- * Service category

- * Cause category
- * Maintenance category

NO.42 Which of the following are reporting features in SAP Service Cloud? Note: There are 2 correct answers to this question.

- * You can use a console to write SQL statements.
- * You can add custom fields in data sources and reports.
- * You can access data base and check raw data in tables.
- * You can save report views and make them available to users.

NO.43 Question 35: 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
- * Periodic scheduling
- * Ad-hoc broadcasting

NO.44 Which best practice actions are suggested for incident management? Note: There are 3 correct answers to this question.

- * Report the incident from the screen in which the issue occurs.
- * Keep the incident lightweight and use screenshots only if it is necessary.
- * Check for solutions in the Help Center.
- * Always create the incident with medium priority and adjust it later if applicable.
- * Always include step-by-step instructions on how to recreate the issue.

NO.45 Which fields can be determined by using Service Level Agreements? Note: There are 2 correct answers to this question.

- * Service category
- * Ticket due date
- * Status
- * Service level of incoming tickets

NO.46 Which scoping question allows you to enable automatic ticket creation based on incoming e-mails?

- * Do you want to support e-mail channels for corporate accounts?
- * Do you want to enable agents to respond to tickets using an external e-mail client?
- * Do you want to enable internal memos for tickets?
- * Do you want to support e-mail channels for groups?

NO.47 Which elements are used to calculate the due dates defined in Service Level Agreements (SLAs)? Note:

There are 2 correct Answers to this question.

- * Service contract
- * Working calendar
- * Maintenance plan
- * Operating hours

NO.48 Which elements can be used to restrict access to views? Note: There are 2 correct Answers to this question.

- * Code list restrictions
- * Field extensions
- * Territories
- * Business roles

NO.49 Which actions can be taken to see the restriction rules in access restrictions? Note: There are 3 correct Answers to this

question.

- * Set the access rights to edit.
- * Set the write access to restricted.
- * Set the read access to restricted.
- * Set the access rights to display.
- * Set the read and write access to restricted.

NO.50 What can you use to keep track of new knowledge base articles and changes made to the existing ones if you have set up SAP Jam as a knowledge base?

- * Knowledge Base fine -tuning activity
- * Solution finder
- * Broadcast
- * Feed

NO.51 Which options do you have to connect an existing ticket to another ticket? Note: There are 3 correct answers to this question.

- * Use the Subticket tabstrip to add a ticket.
- * Execute an action for grouping tickets.
- * Maintain the ticket hierarchy.
- * Select the relevant scoping item.
- * Define a multi-step approval process.

NO.52 Which of the following Data Workbench actions are supported for a complete business object? Note: There are 2 correct answers to this question.

- * Delete
- * Update
- * Upsert
- * Insert

NO.53 Which tools would you use to create new accounts in SAP Service Cloud? Note: There are 2 correct Answers to this question.

- * Mass Change Account Data
- * Online Maintenance
- * Workflow With Action Account Creation
- * Data Workbench

NO.54 Depending on defined conditions, the status of the ticket needs to be set to escalated. Which tool is suitable for this?

- * Workflow rule
- * Activity planner
- * Activity list
- * Visit planner

NO.55 Which data is bidirectionally synchronized between SAP Cloud for Customer and SAP Field Service Management?

- * Employees
- * Products
- * Tickets
- * Accounts

NO.56 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.

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

NO.57 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.

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

NO.58 Which feature in user interface maintenance can be used to control the values of custom fields?

- * Personalization
- * Code list restriction
- * Usage of restriction rules

NO.59 Which fields can be pre-filled in the ticket template when you create a maintenance plan? Note: There are 3 correct Answers to this question.

- * Service Category
- * Ticket Type
- * Ticket ID
- * Ticket Priority
- * Installed Base

NO.60 Which objects can be used within ticket creation to automatically determine the registered product?

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

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Exam:80 questionsDuration:180 minsCut Score:63%Level:AssociateSample Questions: SAP C_C4H510_04 Exam Sample Question

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