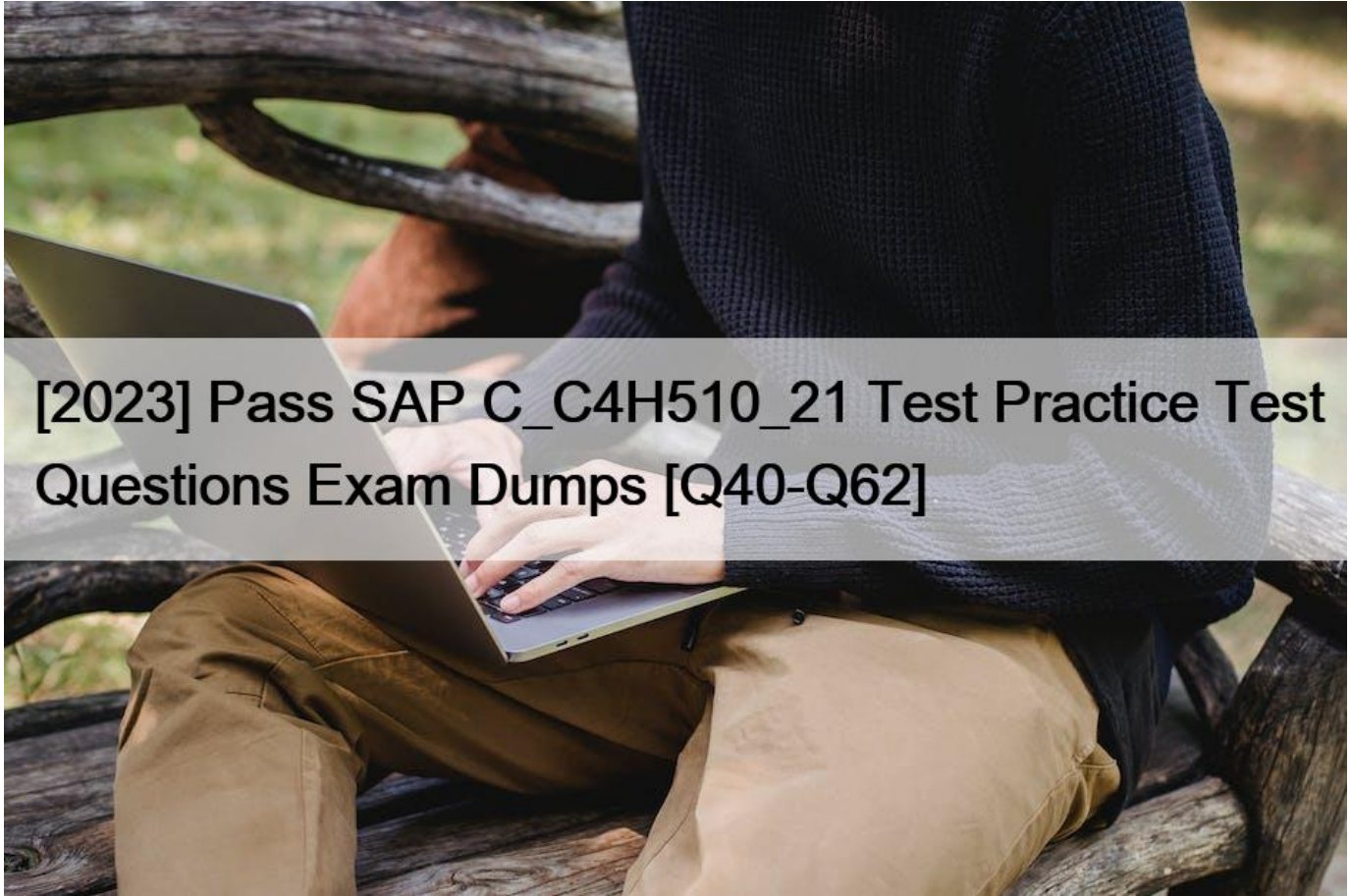


[2023 Pass SAP C_C4H510_21 Test Practice Test Questions Exam Dumps [Q40-Q62]



[2023] Pass SAP C_C4H510_21 Test Practice Test Questions Exam Dumps
Verified C_C4H510_21 dumps Q&As - C_C4H510_21 dumps with Correct Answers

The SAP C-C4H510-21 Certification Exam is designed for individuals who want to demonstrate their knowledge and expertise in SAP Service Cloud. This certification exam is suitable for application associates who are responsible for configuring and implementing SAP Service Cloud solutions for their organizations. The certification exam is based on the latest version of the software, which is SAP Service Cloud 2111.

QUESTION 40

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.

QUESTION 41

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

QUESTION 42

What objects can be used to define work distribution rules? Note: There are 2 correct answers to this question.

- * Employees
- * Territories
- * Incidents
- * Service agents

QUESTION 43

Which feature allows the scheduling of automatic ticket creation?

- * Realignment run
- * Service plans
- * Registered products
- * Maintenance plans

QUESTION 44

What is one consequence of scoping the installed base option?

- * The Measurements feature is activated.
- * The Registered Product scoping option will be selected automatically.
- * Warranty management is available in service tickets.
- * The number of available standard reports is reduced.

QUESTION 45

Which transactional data is replicated unidirectionally from SAP Service Cloud to SAP CRM?

- * Contracts
- * Tickets
- * External pricing
- * Activities

QUESTION 46

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.

QUESTION 47

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

- * Creating a ticket on the main account automatically creates tickets on the sub-accounts.
- * Opening the main ticket allows you to see all of the connected sub-tickets.
- * You can change the status of multiple sub-tickets from the main ticket.
- * Changing the customer in the main ticket updates the customers in the related sub-tickets.

QUESTION 48

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.

QUESTION 49

What are the advantages of using the mashup approach when integrating an SAP BI system? Note: There are 3 correct answers to this question.

- * No security issues with mashup outside of corporate network
- * Offline access is available
- * Real-time data access
- * No additional authorization concept is required
- * Existing reports can be reused

QUESTION 50

You set up an e-mail channel to process incoming tickets and create new customers for unknown senders. Which action should you take if you would rather route unknown senders to a common inbox (Unassociated E-mails)?

- * Switch from channel type B2B to B2C.
- * Switch from channel direction inbound to outbound.
- * Switch from channel type B2C to B2B.
- * Switch from channel direction outbound to inbound.

QUESTION 51

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

QUESTION 52

What does the system automatically generate when you create a new employee in SAP Service Cloud?

- * Organizational unit
- * Workflow rule
- * Service agent
- * Business user

QUESTION 53

Which of the following access restriction types are available in SAP Service Cloud? Note: There are 3 correct answers to this question.

- * Full Access
- * Unrestricted
- * Restricted
- * No Access
- * Define Specific Restriction

QUESTION 54

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

QUESTION 55

Which key user features allow you to change field properties on the SAP Service Cloud UI?

- * Code list restriction
- * Workflow rules
- * Adaptation
- * Mashup

QUESTION 56

Question 42: You want to create a service ticket with a reference to an installed base, but installed base is not available for selection.

What could be the reason?

- * You need to be maintained as the contact for the installed base.
- * The installed base is in status `In Preparation`; and needs to be activated.
- * The address of the installed base does not match the account.
- * You need to update the skills in the service ticket and the installed base.

QUESTION 57

Which configuration steps can be used in SAP Service Cloud to send e-mails to a customer? Note: There are 2 correct answers to this question.

- * Define a template.
- * Set up an approval process.

- * Activate Live Activity Configuration.
- * Create a customer and assign an e-mail address.

QUESTION 58

Which actions are needed to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

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

QUESTION 59

How can you restrict access to Product View?

- * Territories
- * Service Unit of Employee
- * Employee
- * Sales Data of Employee

QUESTION 60

Which of the following actions are necessary to successfully use installed bases in service tickets? Note: There are 2 correct answers to this question.

- * At least one service object needs to be assigned.
- * A service contract is active.
- * A customer needs to be assigned.
- * Address mismatches must be corrected first.

QUESTION 61

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?

- * SLA
- * Work distribution
- * Knowledge base integration
- * Social channel setup

QUESTION 62

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

C_C4H510_21 certification guide Q&A from Training Expert Exams4sures:
https://www.exams4sures.com/SAP/C_C4H510_21-practice-exam-dumps.html