

SAP

C_C4H510_21

SAP Certified Application Associate - SAP Service Cloud 2111

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Question: 1

Which elements are used to calculate the due dates defined in Service Level Agreements (SLAs)? Note: There are 2 correct answers to this question.

- A. Operating hours
- B. Service contract
- C. Maintenance plan
- D. Working calendar

Answer: A,D

Question: 2

Which elements can be used to restrict access to views? Note: There are 2 correct answers to this question.

- A. Field extensions
- B. Business roles
- C. Code list restrictions
- D. Territories

Answer: B,D

Question: 3

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

- A. Send an e-mail to SAP Cloud Support.
- B. Implement the provided Hot Fix number.
- C. Create an incident.
- D. Report a ticket.

Answer: C

Question: 4

Which objects are determined when you are using ticket routing in SAP Service Cloud?Note: There are 3 correct answers to this question.

- A. Organization
- B. Service category
- C. Territory
- D. Employee
- E. Account

Answer: A,C,D

Question: 5

Which tools can you use to dispatch a service technician to an open demand ticket?Note: There are 3 correct answers to this question.

- A. Field Service Management
- B. Activity Planner
- C. Manual Routing
- D. Multi Resource Scheduling
- E. Time recording

Answer: B,C,D

Question: 6

Which actions are required to allow contract management in SAP Service Cloud?Note: There are 2 correct answers to this question.

- A. Use Fine Tuning to activate Service Contract Management
- B. Activate Create Contracts in Detail View
- C. Use Fine Tuning to manage the numeric range for contracts
- D. Activate Service Contract Management in Scoping

Answer: A,D

Question: 7

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

- A. Changing the customer in the main ticket updates the customers in the related sub-tickets.

- B. You can change the status of multiple sub-tickets from the main ticket.
- C. Multiple tickets can be linked to a customer hierarchy using the Grouping feature
- D. Opening the main ticket allows you to see all the connected sub-tickets.

Answer: B,D

Question: 8

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

- A. Realignment runs
- B. Activity planner
- C. Maintenance plan
- D. Ticket routing rules

Answer: C

Question: 9

Which actions are prerequisites to implement registered products? Note: There are 2 correct answers to this question.

- A. Activate Registered Products in Scoping
- B. Create an Installed Base
- C. Create numeric ranges for customers
- D. Create customer records

Answer: B,C

Question: 10

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

- A. SAP Service Cloud
- B. SAP Analytics Cloud
- C. SAP ERP
- D. SAP SuccessFactors

Answer: C

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