C_C4H510_04

SAP Service Cloud Certification Questions & Answers

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C_C4H510_04

SAP Certified Application Associate - SAP Service Cloud 2011

80 Questions Exam – 63% Cut Score – Duration of 180 minutes

C_C4H510_04 Practice Test

ERPPrep.com's C_C4H510_04 PDF is a comprehensive compilation of questions and answers that have been developed by our team of SAP Service Cloud experts and experienced professionals. To prepare for the actual exam, all you need is to study the content of this exam questions. You can identify the weak area with our premium C_C4H510_04 practice exams and help you to provide more focus on each syllabus topic covered. This method will help you to boost your confidence to pass the SAP Service Cloud certification with a better score.

C_C4H510_04 Questions and Answers Set

Question: 1

What are the necessary steps to create a service catalog?
Please choose the correct answer.

a) 1. Create service category catalog
   2. Enter general data
   3. Enter catalog structure
b) 1. Create service category catalog
   2. Define conditions
   3. Activate service category catalog
c) 1. Create service category catalog
   2. Enter general data
   3. Enter operating hours
d) 1. Create service category catalog
   2. Enter operating hours
   3. Activate service category catalog

Answer: a

Question: 2

When should a maintenance plan for a registered product with schedule type Absolute be created?
Please choose the correct answer.

a) You want to check on the usage limit at 12 months.
b) You want to check on the usage limit at 15 000 km or 12 months.
c) You want to regularly check on the usage limit and plan for additional maintenance activities.
d) You want to check on the usage limit at 3000 km.

Answer: c

Question: 3

What steps do you perform to change the layout for all users?
Please choose the correct answer.

a) Start Adaptation mode and change the master layout.
b) Start Adaptation mode and change the page layout.
c) Start Personalization mode and change the master layout.
d) Start Personalization mode and change the page layout.

Answer: a

Question: 4

You are preparing the implementation project and will set up system access for the implementation partner. What is the first action you should take?
Please choose the correct answer.

a) Create a new Service Agent.
b) Create a new Employee.
c) Create a new Business User.
d) Create a new Business Partner.

Answer: a

Question: 5

You want to prevent the completion of a main ticket when a sub-ticket is still open. Which of the following options is suitable for this scenario?
Please choose the correct answer.

a) Ticket routing rule
b) Scoping question
c) Notification
d) Fine-tuning activity

Answer: b

Question: 6

Which of the following topics are supported in SAP Service Cloud?
There are 2 correct answers to this question.

a) SAP Knowledge Central by MindTouch
b) E-Mail Response Management
c) Interactive scripting
d) BRFplus

Answer: a, b

Question: 7

Which elements control the predefined access rights for system access?
Please choose the correct answer.

a) Support and technical users
b) Business users
c) Employees
d) Business roles

Answer: d

Question: 8

What mandatory activities do you have to perform in the Administrator work center to enable a new social media channel?
There are 2 correct answers to this question.

a) Select a channel type.
b) Create and schedule a social media import run.
c) Set up ticket routing rules.
d) Set up service level determination.

Answer: a, b

Question: 9

Which types of products are used in SAP Service Cloud?
There are 2 correct answers to this question.

a) Material
b) Service
c) Service ticket
d) Skills

Answer: a, b

Question: 10

What configuration setting can be done to implement Analytics in SAP Service Cloud?
Please choose the correct answer.

a) Assign reports to work centers / business roles.
b) Activate custom data source creation.
c) Implement an embedded report in the Administrator work center.
d) Create a data mashup.

Answer: a

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