

DUMPS ARENA

SAP Certified Application Associate - SAP Service Cloud 1811

SAP C C4C14 1811

Version Demo

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QUESTION NO: 1

Which of the following are data migration master data templates? Note: There are 3 correct answers to this question.

- A. Campaigns
- B. Business configuration
- C. Personal addresses and contacts
- D. Discount list
- E. Account hierarchies

ANSWER: A C E**QUESTION NO: 2**

Which of the following platforms can you integrate out-of-the-box with SAP Cloud for Customer?

- A. Mindouch
- B. Google Docs
- C. Microsoft Sharepoint
- D. SAP JAM

ANSWER: A**QUESTION NO: 3**

Which of the following SAP Cloud for Customer business objects are integrated with SAP Commerce?

- A. Ticket
- B. Customer
- C. Lead
- D. Campaign

ANSWER: B C

QUESTION NO: 4

You want to trigger additional service activities for a registered product regularly if a specific measurement reading threshold is reached. What type of maintenance plan should you create?

- A. Alternating
- B. Fixed
- C. Absolute
- D. Cyclical

ANSWER: C**QUESTION NO: 5**

How do you prepare a ticket distribution rule in SAP Cloud Service?

- A. Create an assignment release run
- B. Define a routing rule
- C. Maintain an activity plan
- D. Set up Live Activity configuration

ANSWER: B**QUESTION NO: 6**

Which data migration templates for the initial load, which activities are steps in the migration process? Note: There are 3 correct answers to this question.

- A. Adjust fields with input fields
- B. Migrate data from the template file
- C. Fix errors in the data file
- D. Activate migration templates in scoping
- E. provided migration template in the Data Workbench

ANSWER: B D E

QUESTION NO: 7

Which of the following involved parties are supported by default for the installed base and installed base items?

Note: There are 3 correct answers to this question.

- A. Service Technician team
- B. Territory manager
- C. Sales Employee
- D. Customer
- E. Employee responsible

ANSWER: A D E**QUESTION NO: 8**

Which of the following functions can you perform using the Language Adaptation tool?

- A. Translate work center and view labels
- B. Translate all buttons
- C. Translate notes entered by a user
- D. Translate extension field labels

ANSWER: D**QUESTION NO: 9**

What can you do to give the business user access to the Territory Management work center?

- A. Assign the employee to the organizational structure
- B. Assign the business user to a territory
- C. Create a new business role with the work center and assign it to the business user
- D. Use business scoping for the authorization of Territory Management

ANSWER: B**QUESTION NO: 10**

You release an invoicing-relevant item with processing type Part Consumption from Technician Stock from an SAP Cloud for Customer work ticket to SAP ERP Where are the quantity fields used? Note: There are 2 correct answers to this question.

- A. The target quantity is used in the goods movement
- B. The target quantity is used in the billing request item
- C. The actual quantity is used in the goods movement
- D. The actual quantity is used in the billing request item

ANSWER: C D