

# DUMPS ARENA

## SAP Certified Development Associate - SAP Hybris Cloud for Customer 1711

SAP C C4C30 1711

Version Demo

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**QUESTION NO: 1**

When responding to a SAP Cloud for Customer ticket, where is the default sender email address taken from?

Please choose the correct answer.

- A. Employee responsible for the ticket
- B. Outbound channel
- C. Service technician of the ticket
- D. Sales organization

**ANSWER: B**

**QUESTION NO: 2**

You created and activated a warranty. To which object do you assign the warranty in order to determine it in the service ticket? Please choose the correct answer.

- A. Contract
- B. Individual object
- C. Installed base
- D. Registered product

**ANSWER: D**

**QUESTION NO: 3**

Which channel types are supported in SAP Cloud for Customer? There are 3 correct answers to this question.

- A. Consumer to consumer
- B. Business to consumer
- C. Employee support
- D. Consumer to business

E. Business to business

**ANSWER: B C E**

**QUESTION NO: 4**

In which of the following dimensions can you define the sales target plan? There are 2 correct answers to this question.

- A. Employee
- B. Product List
- C. Account Team
- D. Sales Unit

**ANSWER: A D**

**QUESTION NO: 5**

What you can use to map the complex organizational structure of a large account in SAP Hybris Cloud for Customer? Please choose the correct answer.

- A. Product Hierarchy
- B. Account Hierarchy
- C. Territory Hierarchy
- D. Structure

**ANSWER: B**

**QUESTION NO: 6**

What tool can be used to control the general availability of a work center in the user interface in SAP C4C?

Please choose the correct answer.

- A. Application and User Management
- B. Activity List

- C. Scoping
- D. Fine-Tuning

**ANSWER: C**

#### **QUESTION NO: 7**

Which of the following steps are required while setting up a custom report that you want to make available for end user?  
There are 2 correct answers to this question.

- A. Create a key figure.
- B. Assign the report to a Workcenter view.
- C. Choose a data source.
- D. Assign the report to a business role.

**ANSWER: B D**

#### **QUESTION NO: 8**

A user reports an incident. The administrator determines that this incident needs to be reviews by SAP Support. What is the NEXT STEP the administrator must perform in SAP C4C? Please choose the correct answer

- A. Respond to the requestor
- B. Take over the incident
- C. Forward the incident to the provider
- D. Create a service request with SAP Support

**ANSWER: C**

#### **QUESTION NO: 9**

Which of the following tools can you use to restrict business role level in SAP Cloud for Customer? There are 2 correct answers to this question.

- A. Code List Restrictions

- B. Mash-ups
- C. Page Layouts
- D. Language Adaptation

**ANSWER: A C**

**QUESTION NO: 10**

In which of the following objects do you see the Maintenance Plan work center view? There are 3 correct answers to this question.

- A. Installed base
- B. Customer
- C. Registered product
- D. Contract
- E. Contact

**ANSWER: A C D**