

DUMPS ARENA

SAP Certified Business Associate - SAP C/4HANA Business Processes: Lead to Cash

SAP C C4HL2C 92

Version Demo

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QUESTION NO: 1

What are some capabilities of SAP Field Service Management?

- A. Gantt charts to plan and manage complex service projects and installations
- B. AI automated assignment, scheduling and dispatch to ensure best match technician and readiness
- C. Skills management
- D. Drag-anddrop interface
- E. Map view planning to optimize routes and always know where your resources are

ANSWER: A B C D E

QUESTION NO: 2

How does SAP Marketing Cloud help you drive growth within a targeted set of accounts?

- A. By distributing marketing collateral at the right time and place
- B. By engaging with accounts through personalized campaigns
- C. By providing intelligent webshop chatbots that generate leads
- D. By identifying accounts with the largest business potential

ANSWER: B D

QUESTION NO: 3

Which options are available to share a quote with customer when using SAP Sales Cloud?

- A. Generate a secured webpage solely accessible by the customer
- B. Send it to SAP Commerce Cloud
- C. Send it to SAP Service Cloud with a customer email notification
- D. Generate a pdf and send it to the customer

ANSWER: B D

QUESTION NO: 4

In SAP Marketing Cloud, what are examples of predictive scores?

- A. Channel Affinity
- B. Product Buying Propensity
- C. Activity Score
- D. Best Sending Time

ANSWER: A B D

QUESTION NO: 5

Where would a Fulfillment manager monitor sales orders coming in from the Commerce Cloud and ensure that nothing is missing?

- A. SAP Service Cloud
- B. SAP S4HANA
- C. SAP Commerce Cloud
- D. SAP Sales Cloud

ANSWER: B

QUESTION NO: 6

Which SAP Solutions compose the Customer Experience End-to-End process?

- A. SAP C/4HANA, SAP ESP, SAP Leonardo, SAP Analytics Cloud
- B. SAP C/4HANA, SAP HANA, SAP Leonardo, SAP Fiori
- C. SAP C/4HANA, SAP S/4HANA, SAP Leonardo, SAP Analytics Cloud
- D. SAP C/4HANA, SAP S/4HANA, SAP Leonardo, SAP Fiori

ANSWER: C

QUESTION NO: 7

Define the stage: the Opportunity scores high and a sales person is assigned and qualifies the opportunity. The customer visits the web site and is guided to build a shopping cart and requests quote. (This process can also be fully self-service).

- A. Opportunity-to-Quote/Cart
- B. Order-to-Cash
- C. Billing-to-Cash
- D. Quote-to-Order

ANSWER: A

QUESTION NO: 8

What are the 5 main features of the SAP Marketing Cloud?

- A. Driving attributed revenue by measuring success through reporting the return of Marketing Investment on the Campaigns
- B. Aligning/Orchestrating Marketing and Sales efforts. Ex. Marketing triggering a campaign that engages Sales (through leads or tasks)
- C. Understanding Influencers and Decision Makers with their individual interests and preferences
- D. Identifying high-value accounts
- E. Automatically scoring Leads based on customer interaction and converting them into Opportunities
- F. Building experiences based on specific contact preferences to engage them

ANSWER: A B C D F

QUESTION NO: 9

What is a typical scenario to gather experience data in the Quote-to-Order stage?

- A. A complaint in SAP Commerce Cloud
- B. A post-purchase survey

- C. A feedback button on the quote page
- D. A pre-purchase product page feedback survey

ANSWER: B

QUESTION NO: 10

Which SAP Solution can help guide Sales to close deals via Lead Scoring, Opportunity Scoring or Product Recommendation?

- A. SAP Analytics
- B. SAP Leonardo
- C. SAP Data
- D. SAP Service

ANSWER: B