

DUMPS ARENA

SAP Certified Development Associate - SAP Cloud for Customer 1911

SAP C C4H460 01

Version Demo

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QUESTION NO: 1

Which information is uploaded after the SAP C4C contact has been successfully replicated for SAP ERP? There are 3 correct answers to this question.

- A. Total price
- B. Pricing status
- C. External ID
- D. Invoicing status
- E. Transfer status

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

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: 3**

You need to split and distribute the opportunity revenue, but you do NOT see a particular employee in the list while performing the distribution. What must be the reason for this?

Please choose the correct answer.

- A. The employee is NOT part of the sales org. unit.
- B. The employee is NOT part of the sales team.
- C. The employee is NOT part of the account team.

D. The employee is NOT part of the sales organization.

ANSWER: B

QUESTION NO: 4

You enable e-mail integration with SAP C4C service request management- Which types of customers are supported by the e-mail channels? There are 2 correct answers to this question.

- A. Accounts
- B. Competitors
- C. Individual customers
- D. Partners

ANSWER: A C

QUESTION NO: 5

Which of the following activities can you perform with the SAP add-in for Microsoft Excel? There are 2 correct answers to this question

- A. Share SAP Cloud for Customer report data using Object Linking and Embedding (OLE)
- B. Insert SAP Cloud for Customer reports into Microsoft Excel spreadsheet
- C. Upload Microsoft Excel workbooks to SAP Cloud for Customer
- D. Publish Microsoft Excel workbooks to Microsoft Sharepoint from SAP Cloud for Customer

ANSWER: B D

QUESTION NO: 6

Which elements in a ticket are uniquely identified using a registered product? There are 2 correct answers to this question.

- A. Warranty
- B. Service Entitlements
- C. Service Level Agreements

D. Contract

ANSWER: A B

QUESTION NO: 7

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: 8

You are viewing a 360 c overview of the customer in SAP Hybris cloud for customer. Which of the following recent order details are available in this overview for your account?

There are 3 correct answers to this question.

- A. Bill-to-party ID
- B. Sales order ID
- C. Delivery status
- D. Credit status
- E. Invoice status

ANSWER: B C E

QUESTION NO: 9

You want to launch the SAP ERP Customer Cockpit from a SAP Hybris Cloud for Customer account to view transactions in

SAP ERP.

Which of the following integration approaches support this requirement? Please choose the correct answer.

- A. UI5 Widget
- B. SOAP A2X Service
- C. Mashup
- D. REST A2X Service

ANSWER: B

QUESTION NO: 10

You have enabled offline pricing for SAP Hybris Cloud for Customer. What is the only field available for Order Item entry in SAP Hybris Cloud for Customer extended mobile app?

Please choose the correct answer.

- A. Negotiated Price
- B. Estimated Price
- C. Calculated Price
- D. Base Price

ANSWER: B