

DUMPS ARENA

SAP Certified Application Associate - SAP Service Cloud 1911

SAP C C4H510 01

Version Demo

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QUESTION NO: 1

Which of the following components of computer Telephony Integration (CTI) are delivered by SAP Cloud for Customer?

Note: There are 2 correct answers to this questions.

- A. CTI client server
- B. Live activity pane
- C. CTI Client adapter
- D. CTI desktop client

ANSWER: B C

QUESTION NO: 2

Which date type do you use when determining the start of the warranty?

- A. Due date
- B. Requested date
- C. Reference date
- D. Creation date

ANSWER: C

QUESTION NO: 3

When a valid warranty is NOT determined in a service ticket, what must be the uncovered incident category?

- A. Cause category
- B. Product category
- C. Incident category
- D. Resolution category

ANSWER: A

QUESTION NO: 4

How do you create an assignment for a service technician in SAP Service Cloud?

- A. Use a ticket routing rule
- B. Use SAP Multi-resource Scheduling
- C. Use a time report
- D. Use the Resource Scheduler

ANSWER: D**QUESTION NO: 5**

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: 6**

Where can you enable a business function if a work center is NOT listed in the access rights of a business user?

- A. Scoping
- B. Fine tuning
- C. Application and user management
- D. Administrator

ANSWER: D

QUESTION NO: 7

Which of the following are functions of custom report creation in SAP Cloud for Customer? Note: There are 3 correct answers to this question.

- A. Custom calculated key figures are allowed
- B. Custom reports creation is supported with a guided procedure
- C. Variable selection is possible
- D. Custom reports require new data sources
- E. Custom reports can be created by sales employees

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

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 questions

- A. Responsible employee
- B. Territory Manager
- C. Service technician team
- D. Customer
- E. Service engineer

ANSWER: A C D**QUESTION NO: 9**

How do you enable use of the Resource Scheduler in SAP Cloud for Service?

- A. Maintain a setting in the item processing types
- B. Define time types in fine-tuning
- C. Schedule mass release of assignments
- D. Activate business configuration in scoping

ANSWER: D

QUESTION NO: 10

Which of the following object can be created in SAP ERP when a work ticket from SAP Cloud for Customer is released to SAP

ERP?

Note: There are 3 correct answers to this question.

- A.** Billing request
- B.** Good issue
- C.** Purchase order
- D.** Service order
- E.** Internal order

ANSWER: A B C