

# DUMPS ARENA

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud

SAP C C4H510 21

Version Demo

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**QUESTION NO: 1**

Which of the following access restriction types are available in SAP Service Cloud? Note: There are 3 correct answers to this question.

- A. Full Access
- B. Unrestricted
- C. Restricted
- D. No Access
- E. Define Specific Restriction

**ANSWER: B C D**

**QUESTION NO: 2**

The system needs to be set up to route all messages from Twitter that get created as service tickets to be handled by a specific team.

Which feature of SAP Service Cloud can help with this?

- A. SLA
- B. Work distribution
- C. Knowledge base integration
- D. Social channel setup

**ANSWER: C**

**QUESTION NO: 3**

Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Set up deals
- B. Maintenance plan
- C. Scoping attribute set
- D. Maintenance measurement and readings

**ANSWER: B D**

**QUESTION NO: 4**

Which fields can be determined by using SLAs? Note: There are 2 correct answers to this question.

- A. Service level of incoming tickets
- B. Status
- C. Service category
- D. Ticket due date

**ANSWER: B D**

**QUESTION NO: 5**

Which of the following actions can you perform to configure access rights? Note: There are 3 correct answers to this question.

- A. Set access restrictions.
- B. Control access on field and action level.
- C. Create service level agreements.
- D. Assign work centers and views.
- E. Maintain the service catalog.

**ANSWER: A B D**

**QUESTION NO: 6**

Which of the following features apply to time recording? Note: There are 3 correct answers to this question.

- A. Automatic time recording can be done by clicking "Start recording" and "Stop recording".
- B. You can activate the Microsoft Outlook integration for time recording.
- C. Code list restrictions are not possible for the Time Type field.
- D. Time recording can be done online or in offline mode.
- E. Time sheets can be submitted for approval.

**ANSWER: A D E**

**QUESTION NO: 7**

Which of the following statements is correct in the context of scoping and fine-tuning? Note: There are 2 correct answers to this question.

- A. Scoping is the process of matching your individual business requirements to predefined solution capabilities.
- B. Scoping is automatically generated by the system based on your fine-tuning decisions.
- C. The activity list is automatically generated by the system based on your scoping decisions.
- D. Fine-tuning is the process of generating the activity list by answering questions about which business processes will be implemented.

**ANSWER: C****QUESTION NO: 8**

Which key scoping elements can be defined under the Business Configuration work center in SAP Service Cloud?

- A. Countries, business processes, integrations
- B. Countries, data workbench, form templates
- C. Countries, workflow rules, integrations
- D. Countries, business processes, business users

**ANSWER: A****QUESTION NO: 9**

Which of the following options are possible for permissions?

- A. If an activity is contained in multiple views and the access rights are contradictory, the system automatically grants no access.
- B. Unrestricted access rights override any restrictions you have defined.
- C. Restricted access rights override any unrestricted access you have defined.
- D. You can decide, per view, if the access rights should override any restrictions you have defined or not.

**ANSWER: D****QUESTION NO: 10**

Which feature is used to limit values in a drop-down list?

- A. Extension fields
- B. Adaptation
- C. Personalization
- D. Code list restriction

**ANSWER: D**