

DUMPS ARENA

SAP Certified Application Associate SAP Service Cloud 2011

SAP C C4H510 04

Version Demo

Total Demo Questions: 10

Total Premium Questions: 114

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Which key features of the Analytics framework allow you to monitor business processes in SAP Service Cloud? Note: There are 3 correct answers to this question.

- A. Web service message monitoring
- B. Custom reports
- C. Interactive dashboards
- D. Standard reports
- E. Inner join data sources

ANSWER: A B D

QUESTION NO: 2

Which feature in user interface maintenance can be used to control the values of custom fields?

- A. Activation scoping item in administration
- B. Personalization
- C. Usage of restriction rules
- D. Code list restriction

ANSWER: B

QUESTION NO: 3

What are the main uses for warranty management in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. The system can be set up so that certain incident categories are not covered.
- B. Routing rules can be applied to warranties.
- C. The agent is prompted to upsell a warranty to the customer.

D. When an agent creates a ticket with a registered product, the warranty is automatically determined.

ANSWER: A D

QUESTION NO: 4

What must you consider when you want to upload master data to SAP Service Cloud using templates? Note: There are 2 correct answers to this question.

- A. Data can be loaded only once.
- B. Field definitions are not relevant.
- C. There is a template available for each object that allows tool-supported migration.
- D. The template structure is predefined and cannot be changed.

ANSWER: C

QUESTION NO: 5

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: C

QUESTION NO: 6

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: 7

Which of the following Data Workbench actions are supported for a complete business object? Note: There are 2 correct answers to this question.

- A. Delete
- B. Update
- C. Upsert
- D. Insert

ANSWER: C D

QUESTION NO: 8

Which of the following elements are necessary to calculate the due dates defined in the SLA? Note: There are 2 correct answers to this question.

- A. Working calendar
- B. Service contract
- C. Operating hours
- D. Maintenance plan

ANSWER: A C

QUESTION NO: 9

Which of the following is correct in the context of scoping and fine -tuning? Note: There are

2 correct answers to this question.

- A.** Fine-tuning is the process of generating the activity list by answering questions about which business processes will be implemented.
- 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.** Scoping is the process of matching your individual business requirements to predefined solution capabilities.

ANSWER: C D

QUESTION NO: 10

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