SAP Certified Application Associate - SAP Service Cloud 1911

SAP C_C4H510_01

Version Demo

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QUESTION NO: 1

In what facet can you maintain counter readings?

A. Maintenance Plan

B. Items

C. Measurements

D. Contracts

ANSWER: A

QUESTION NO: 2

When would you implement the Approcal function in SAP Cloud for Customer? Note: There are 2 correct answers to this question.

A. You want another user to review a business object before it is processed further

B. You want an administrator to activate a custom business object

C. You want to define multiple review steps for the same business object

D. You want to define multiple review processes for the same business object

ANSWER: B C

QUESTION NO: 3

A user reports an incident. The administrator determines that this incident needs to

be reviewed by SAP Support.

What is the NEXT STEP the administrator must perform in SAP Cloud for Customer?

A. Forward the incident to the provider

B. Respond to the requester

C. Take over the incident

D. Create a service request with SAP Support

ANSWER: A

QUESTION NO: 4

What does a Simulate Run action display in maintenance plans?

A. A list of all objects for which a work ticket would be created

B. A success status to indicate if the maintenance plan run was successful

C. The number objects for which a work tickets would be created

D. The top 10 objects for which a work ticket would be created

ANSWER: B

QUESTION NO: 5

Which Channel types are supported in SAP Cloud for Customer? Note: There are 3 correct answers to this question.

A. Consumer to business

B. Business to business

C. Business to consumer

D. Employee support

E. Consumer to consumer

ANSWER: B C D

QUESTION NO: 6

A user is assigned two work centers that contain the same view. In the first work center, the user has read only access. Which access rights does the user get for this view in both work center?

A. Unrestricted read and write access

B. Unrestricted read access and restricted write access

C. Restricted read and write access

D. Restricted read access and unrestricted write access

ANSWER: B

QUESTION NO: 7

Which item types can you use in installed bases? Note: There are 3 correct answers to this question.

A. Warranty

B. Product .

C. Registered product

D. Text

E. object

ANSWER: B C D

QUESTION NO: 8

Which field controls how SAP ERP handles an item that is released from a SAP Cloud for Cutomer work ticket to SAP ERP?

A. Scheduling relevant

B. Coverage indicator

C. Invoicing method

D. Processing type

ANSWER: A

QUESTION NO: 9

Which additional business objects can be determined by using a registered product within a ticket? Note: There are 2 correct answers to this question.

A. Maintenance plan

B. Warranty

C. Service contract

D. Pricing condition

ANSWER: A B

QUESTION NO: 10

Which of the following tasks can you perform using the fine tuning activity for service processing during business

configuration?

Note: There are 2 correct answers to this question

A. Disable the profanity check for outbound responses

B. Assign tickets to the last processor

C. Create or delete custom channels

D. Manage business tasks for employee support

ANSWER: C D