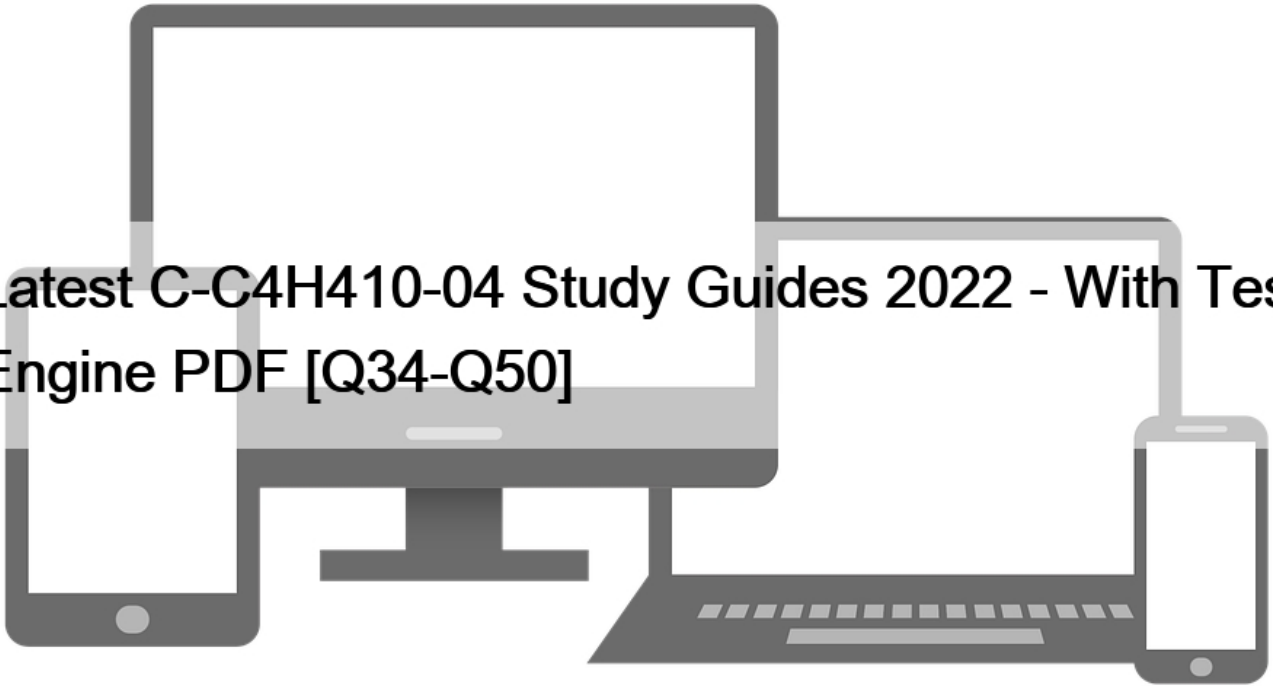


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SAP C-C4H410-04 Exam Description:

The ?SAP Certified Application Associate ? SAP Sales Cloud 2011? certification exam verifies that the candidate possesses fundamental knowledge in SAP Cloud for Customer administration and proven skills in SAP Sales Cloud. This certificate proves that the candidate has the core understanding required of an application consultant and is able to apply the associated prerequisite skills practically under the supervision of an expert consultant in a project environment.

SAP Sales Cloud Certification Exam Topics:

Topic Areas Topic Details, Courses, Books Weighting Visit Planning and Execution Set up activity planning and visit execution with surveys and tasks. C4H410 (SAP CLOUD FOR CUSTOMER 2011) < 8% Data Migration and Integration Use data migration templates, data workbench, troubleshoot data migration issues and understand mass data maintenance. Describe the SAP pre-packaged integration scenarios and optimal project management practices related to system integration. C4H440 (SAP CLOUD FOR CUSTOMER 2011)

C4H410 (SAP CLOUD FOR CUSTOMER 2011) > 12% Master Data (Account, Contact, Product, and Pricing) Define and configure pricing components for internal and external pricing determination, and trigger pricing in sales documents. Define different account groups and contact relationships. C4H440 (SAP CLOUD FOR CUSTOMER 2011) > 12% User Management and Notification Process Perform tasks associated with the maintenance of employees, business roles and users, as well as set up data restrictions. Set up a notification process and configure conditions and actions for workflows. C4H440 (SAP CLOUD FOR CUSTOMER 2011) > 12% Sales Planning and Forecasting Set up sales target plans using various dimensions and create, update and submit

forecasts. C4H410 (SAP CLOUD FOR CUSTOMER 2011) < 8% Implementation Basics and Fine Tuning Identify tasks to configure and administer SAP Sales Cloud. Identify fine-tuning timeline and dependencies in the context of the overall implementation and the ways to tailor the solution by checking and adjusting the predefined settings to meet the customer's business requirements. C4H440 (SAP CLOUD FOR CUSTOMER 2011)

C4H410 (SAP CLOUD FOR CUSTOMER 2011) 8% - 12% Sales Contracts Quotation and Sales Order Management Set up contract as follow-on from preceding document, create a document flow, gather pricing determination. Set up quotation functions, such as, quotation creation, product recommendations, availability to promise, pricing request and follow-up transactions; set up sales order functions, such as order creation, product recommendations, order status updates and follow-up transactions. C4H410 (SAP CLOUD FOR CUSTOMER 2011) 8% - 12%

C-C4H410-04 Exam Certification Details:

Cut Score: 66% Level: Associate Sample Questions: SAP C-C4H410-04 Exam Sample Question Exam: 80 questions

NO.34 Which of the following activities can you perform when you set up territory hierarchies? Note: There are 2 correct Answers to this question.

- * Upload Territory Hierarchy from Excel
- * Assign an employee responsible for a territory.
- * Create Multiple Root Hierarchies.
- * Set an account for territory override

NO.35 Your customer wants to set up pricing in SAP Sales Cloud. What must you do to perform internal pricing?

Note: There are 2 correct Answers to this question.

- * Enable business scoping.
- * Maintain integration with SAP ERP.
- * Maintain price lists and discount lists.
- * Maintain product lists.

NO.36 Which of the following are features of territory determination? Note: There are 2 correct Answers to this question.

- * A realignment run must occur to use the territory override feature.
- * An SAP Sales Cloud user can be assigned to more than one territory.
- * Accounts can be assigned to more than one territory.
- * Business documents can be assigned to more than one territory.

NO.37 On which revenue levels can a forecast be based? Note: There are 2 correct Answers to this question.

- * Customer
- * Territory
- * Opportunity
- * Product

NO.38 Where can you maintain settings to notify a salesperson about aging leads?

- * Extensibility
- * Personalization
- * Scoping

- * Fine tuning

NO.39 What must you do to allow your customer to add product images to sales quote print forms?

- * Activate the scoping element.
- * Upload all images into the library.
- * Enable adaptation and adjust the sales quote.
- * Configure the fine-tuning activity.

NO.40 You want to launch the SAP ERP customer cockpit from an SAP Sales Cloud account to view transactions in SAP ERP. Which of the following integration approaches support this requirement?

- * REST A2X service
- * SAPUI5 widget
- * SOAP A2X service
- * Mashup

NO.41 You want to automate the update of a particular field in an opportunity, based on a set of conditions.

Which feature do you use?

- * Access restrictions
- * Workflow rules
- * Notification
- * Personalization

NO.42 Which of the following business objects can be used in a default approval process? Note: There are 2 correct Answers to this question.

- * Visit
- * Ticket
- * Appointment
- * Sales quote

NO.43 What changes can be made to a sales order that has been saved and replicated to SAP S/4HANA for logistics processing?

- * Remove payment terms.
- * Add new products.
- * Re-run credit check.
- * Change sold-to party.

NO.44 When managing the system lifecycle of active tenants in the Service Control Center, what options does an administrator have? Note: There are 2 correct Answers to this question.

- * Terminate restore point.
- * Accept termination.
- * Cancel transport route.
- * Copy solution profile.

NO.45 In SAP Sales Cloud, which party roles are provided as standard for an account team? Note: There are 2 correct Answers to this question.

- * Sales manager
- * Employee responsible – Sales
- * Account team member
- * Account contact

NO.46 Which of the following actions can you perform with the Adaptation function? Note: There are 2 correct Answers to this question.

- * Create an extension field and define its properties.
- * Create code list restrictions.
- * Assign a page layout to achieve dynamic user interfaces.
- * Create workflow rules.

NO.47 What is the purpose of Data Workbench? Note: There are 3 correct Answers to this question.

- * Simulate
- * Update
- * Export
- * Extract
- * Import

NO.48 You need to create a mashup on the account overview that will allow you to open a search engine in a new window. What kind of mashup do you create?

- * Data
- * HTML
- * Web service
- * URL

NO.49 What does the InsideView feature in leads do?

- * Provides a very detailed inside look at the products in leads
- * Provides information on feeds of your competitor accounts
- * Provides real-time insights about lead performance
- * Provides real-time insights from social media about prospective customers

NO.50 You integrated Microsoft Outlook with SAP Sales Cloud. Which of the following activities can you perform after the integration? Note: There are 2 correct Answers to this question.

- * Synchronize contacts.
- * Synchronize leads.
- * Synchronize quotes.
- * Synchronize tasks.

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