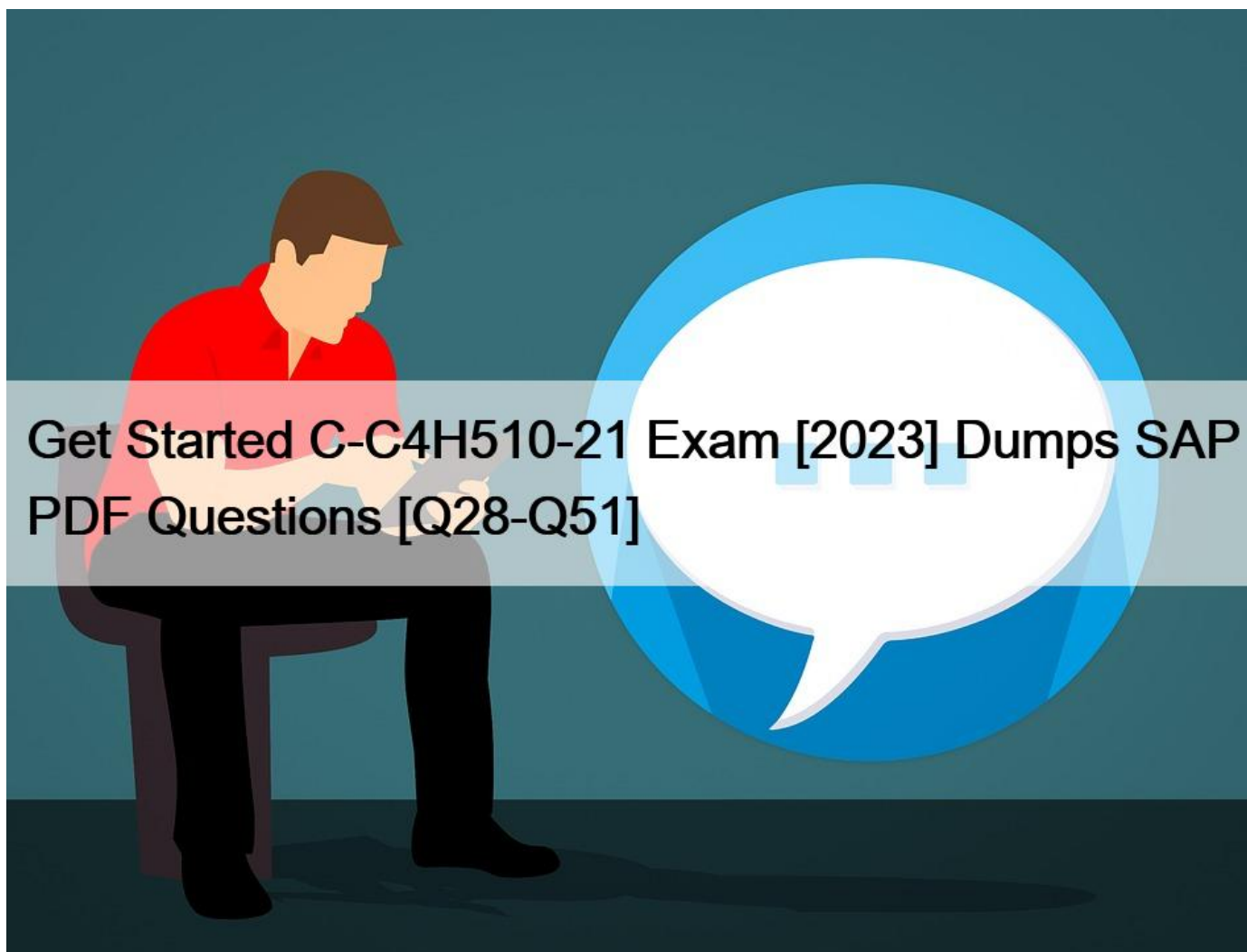


Get Started C-C4H510-21 Exam [2023 Dumps SAP PDF Questions [Q28-Q51



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SAP C-C4H510-21 Certification Exam Topics:

Topic Areas
Topic Details, Courses, Books
Reporting 8% - 12%Leverage MS Excel with SAP Cloud for Customer reports, and identify different components of custom reports and interactive dashboards. C4H440 (SAP CLOUD FOR CUSTOMER 2111)
Personalization and Extensibility 8% - 12%Identify how to use personalization and extensibility, including mashups and custom business objects. C4H440 (SAP CLOUD FOR CUSTOMER 2111) **User Management < 8%**Perform tasks associated with the maintenance of employees, business roles and users, as well as set up data restrictions. C4H440 (SAP CLOUD FOR CUSTOMER 2111) **Communication Channel and Knowledge Base 8% - 12%**Communication channels for Service Tickets. Knowledge Base in SAP Service Cloud. C4H510 (SAP CLOUD FOR CUSTOMER 2111) **Service Elements and Notification 8% - 12%**Setup Service Levels, Categories and define Work Distribution rules for Service Process. Set up a notification process and configure conditions and actions for workflows. C4H440 (SAP CLOUD FOR CUSTOMER 2111) C4H510 (SAP CLOUD FOR CUSTOMER 2111) **Maintenance Plan < 8%**Explain Maintenance Plan & its usage in Service Tickets. C4H510 (SAP CLOUD FOR CUSTOMER 2111) **Data Management 8% - 12%**Use data migration templates, 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 2111) **Service Business Process 8% - 12%** Identify the different Service Processes and their capabilities. Explain Time Recording and Fulfillment in Service Tickets. C4H510 (SAP CLOUD FOR CUSTOMER 2111) **Contracts and Ticket Hierarchy < 8%** Explain Contracts & Case Management in Service Tickets. C4H510 (SAP CLOUD FOR CUSTOMER 2111)

Q28. Which actions are needed to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

- * Set the access rights to display.
- * Set the write access to restricted.
- * Set the access rights to edit.
- * Set the read access to restricted.
- * Set the read and write access to restricted.

Q29. Which fields can be determined by using Service Level Agreements? Note: There are 2 correct answers to this question.

- * Service category
- * Ticket due date
- * Status
- * Service level of incoming tickets

Q30. Which scoping question allows you to enable automatic ticket creation based on incoming e-mails?

- * Do you want to support e-mail channels for corporate accounts?
- * Do you want to enable agents to respond to tickets using an external e-mail client?
- * Do you want to enable internal memos for tickets?
- * Do you want to support e-mail channels for groups?

Q31. Which of the following applies to time recording? Note: There are 3 correct answers to this question.

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

Q32. Which of the following options are features within the Analytics framework? Note: There are 2 correct answers to this question.

- * You can add custom fields in data sources and reports.
- * With the Dashboard Designer, KPIs can be joined to a new data source.
- * With the mashup approach, offline access to an SAP BusinessObjects BI system is available.
- * You can create new custom reports based on join data sources.

Q33. What is required to set up the organizational structure correctly?

- * The root node/uppermost node must be defined as a service organization.
- * The root node/uppermost node must be defined as a company.
- * The root node/uppermost node must be defined as a sales organization.
- * The root node/uppermost node must be defined as an enterprise.

Q34. What can you use to keep track of new knowledge base articles and changes made to the existing ones if you have set up SAP Jam as a knowledge base?

- * Knowledge Base fine -tuning activity
- * Solution finder
- * Broadcast
- * Feed

Q35. Which actions are prerequisites to implement registered products? Note: There are 2 correct answers to this question.

- * Scope registered products
- * Purchase a license for the registered product
- * Maintain the installed base
- * Maintain number ranges for customers

Q36. Which type of categories can be used in the service catalog? Note: There are 3 correct answers to this question.

- * Incident category
- * Warranty category
- * Service category
- * Cause category
- * Maintenance category

Q37. Which elements are used to calculate the due dates defined in Service Level Agreements (SLAs)? Note: There are 2 correct answers to this question.

- * Operating hours
- * Maintenance plan
- * Service contract
- * Working calendar

Q38. What steps must you take to set up SAP Jam as your knowledge base? Note: There are 2 correct answers to this question.

- * Create knowledge base articles in SAP Service Cloud.
- * Integrate with MindTouch.
- * Configure the relevant question in scoping.
- * Choose the correct SAP Jam group in the knowledge base configuration settings.

Q39. When should you use the templates provided in the Data Workbench? Note: There are 2 correct answers to this question.

- * When data volume is low
- * When data needs to be loaded quickly
- * When data needs to be loaded into multiple systems
- * When there is unstructured legacy data

Q40. Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question

- * Creating a ticket on the main account automatically creates tickets on the sub-accounts.
- * Opening the main ticket allows you to see all of the connected sub-tickets.
- * You can change the status of multiple sub-tickets from the main ticket.
- * Changing the customer in the main ticket updates the customers in the related sub-tickets.

Q41. Which best practice actions are suggested for incident management? Note: There are 3 correct answers to this question.

- * Report the incident from the screen in which the issue occurs.
- * Keep the incident lightweight and use screenshots only if it is necessary.
- * Check for solutions in the Help Center.
- * Always create the incident with medium priority and adjust it later if applicable.
- * Always include step-by-step instructions on how to recreate the issue.

Q42. Which data is bidirectionally synchronized between SAP Cloud for Customer and SAP Field Service Management?

- * Employees
- * Products
- * Tickets
- * Accounts

Q43. Which actions can be taken to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

- * Set the access rights to edit.
- * Set the read and write access to restricted.
- * Set the read access to restricted.
- * Set the access rights to display.
- * Set the write access to restricted.

Q44. Which of the following standard objects are supported by the Data Workbench? Note: There are 2 correct answers to this question.

- * Resource scheduler
- * Account
- * Contacts
- * Warranty

Q45. Which feature allows the scheduling of automatic ticket creation?

- * Realignment run
- * Service plans
- * Registered products
- * Maintenance plans

Q46. Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

- * Set up deals
- * Maintenance plan
- * Scoping attribute set
- * Maintenance measurement and readings

Q47. Which of these objects are NOT associated with SAP Jam groups?

- * Products
- * Sales orders
- * Opportunities
- * Tickets

Q48. Which data element is used to calculate the warranty start?

- * Number of months
- * Warranty duration
- * Service category
- * Warranty reference date

Q49. Which fields can be determined by using SLAs? Note: There are 2 correct answers to this question.

- * Service level of incoming tickets
- * Status
- * Service category

* Ticket due date

Q50. Which of these template formats is supported by the Data Workbench?

- * csv
- * Raw data
- * XML
- * HTML

Q51. Which Analytics key features allow you to monitor business processes in SAP Service Cloud? Note: There are 3 correct answers to this question.

- * Inner join data sources
- * Web service message monitoring
- * Custom reports
- * Standard reports
- * Interactive dashboards

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