

SAP

C_C4H510_01 Exam

Certified Application Associate - SAP Service Cloud 1911



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Version: 4.1

Question: 1

Which of the following tools can you use to restrict the business role level in SAP Cloud for Customer? Note: There are 2 correct answers to this question.

- A. Language Adaptation
- B. Code list Restrictions
- C. Mash-ups
- D. Page layouts

Answer: B, D

Question: 2

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. Pricing condition
- B. Service contract
- C. Warranty
- D. Maintenance plan

Answer: C, D

Question: 3

What activities do you perform in the Administrator work center to enable a new social media channel? Note: There are 3 correct answers to this question.

- A. Set up service level determination for social media channel
- B. Set up access to social media account
- C. Maintain Next Ticket configuration
- D. Create and schedule social media import run
- E. Select the channel type

Answer: B, C, D

Question: 4

Your test tenants have been upgraded. Your production tenants will be upgraded in two weeks.

Which activities should be avoided until the production tenant upgrade is complete? Note: There are 2 correct answers to this question.

- A. Request new tenants
- B. Update fine-tuning
- C. Create business roles
- D. Apply SDK solution

Answer: A, D

Question: 5

Which data is synchronized bi-directionally between SAP Cloud for Customer and SAP CRM on premise?

- A. The Report
- B. Activity
- C. Maintenance plan
- D. Campaign

Answer: B

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