SAP

C_C4H510_04 Exam

Certified Application Associate - SAP Service Cloud

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Version: 4.0

Question: 1

Which service objects can you assign to an installed base? Note: There are 2 correct answers to this question.

A. Ticket
B. Visit
C. Maintenance plan
D. Contract

Answer: A, D

Question: 2

Which objects can be used within ticket creation to automatically determine the registered product?

A. Installed Base
B. Installation Point
C. Warranty
D. Product

Answer: D

Question: 3

Which of the following actions are necessary to successfully use installed bases in service tickets? Note: There are 2 correct answers to this question.

A. At least one service object needs to be assigned.
B. A service contract is active.
C. A customer needs to be assigned.
D. Address mismatches must be corrected first.

Answer: A, C

Question: 4

Question 4: Which of the following elements needs to be activated in the scoping? Note: There are 2 correct answers to this question.

A. Service Contract Management
B. Registered Products and Installed Bases
C. Sales Contact
D. Service Notification

Answer: A, D

Question: 5

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

A. Scope registered products
B. Purchase a license for the registered product
C. Maintain the installed base
D. Maintain number ranges for customers

Answer: A, D

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