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C_C4H510_21 Exam

Certified Application Associate – SAP Service Cloud 2111

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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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