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QUESTION & ANSWER



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Exam : **C_C4H510_01**

Title : SAP Certified Application
Associate - SAP Service
Cloud 1911

Version : DEMO

1.How do you create an assignment for a service technician in SAP Service Cloud?

- A. Use SAP Multi-resource Scheduling
- B. Use a time report
- C. Use a ticket routing rule
- D. Use the Resource Scheduler

Answer: D

2.To which of the following entities must you assign the Phone call work center view to access the live activity pane for computer telephony integration (CTI)? Note: There are 2 correct answers to this question.

- A. Business role
- B. Business user
- C. Employee
- D. Organizational unit

Answer: A,B

3.Which of the following are scenarios supported by SAP Cloud for Service? Note: There are 2 correct answers to this question.

- A. Employee help desk
- B. Customer support
- C. Partner channel management
- D. Vendor management

Answer: A,B

4.Which of the following platforms can you integrate out of the box with SAP C4C? territory There are 2 correct answers to this question.

- A. SAP Jam
- B. MindTouch
- C. Microsoft SharePoint
- D. Google Docs

Answer: A,B

5.Which of the following data items are required to create a registered product? Note: There are 2 correct answers to this question.

- A. Customer
- B. Serial ID
- C. Warranty ID
- D. Reference date

Answer: A,B