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**SAP Certified Development Associate - SAP  
Hybris Cloud for Customer 1711**

**SAP C C4C30 1711**

**Version Demo**

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## QUESTION NO: 1

Based on which organizational elements can you define sales area information in the product master? There are 2 correct answers to this question.

- A. Sales unit
- B. Distribution Channel
- C. Territory
- D. Sales

**ANSWER: B D**

## QUESTION NO: 2

Which of the following activities can you perform with the SAP add-in for Microsoft Excel? There are 2 correct answers to this question

- A. Share SAP Cloud for Customer report data using Object Linking and Embedding (OLE)
- B. Insert SAP Cloud for Customer reports into Microsoft Excel spreadsheet
- C. Upload Microsoft Excel workbooks to SAP Cloud for Customer
- D. Publish Microsoft Excel workbooks to Microsoft Sharepoint from SAP Cloud for Customer

**ANSWER: B D**

## QUESTION NO: 3

What benefits does SAP Hybris Cloud for Customer provide during the visit planning phase? There are 2 correct answers to this question.

- A. Customer product lists are shown.
- B. Map-based route planning is supported.
- C. Current service tickets with high priority are integrated.
- D. A calendar view contacting visit details is integrated.

**ANSWER: B D**

## QUESTION NO: 4

Which action triggers the credit limit determination in SAP Hybris Cloud for Customer? Please choose the correct answer.

- A. Request External Pricing
- B. Release to ERP
- C. Calculate Pricing
- D. Initiate Transfer

**ANSWER: A**

## QUESTION NO: 5

You need to change the settings for the lead aging notification. What do you have to do? Please choose the correct answer.

- A. Use the Sales work center to trigger the time of the notification.
- B. Use the business configuration work center to modify the number of days of the notification expiration.
- C. Use the Application and User Management work center to assign users to the notification.
- D. Use the Administrator work center to set up Priorities for the notification.

**ANSWER: B**

## QUESTION NO: 6

Your customer wants their managers to track sales performance. How do you perform the sales target planning? There are 2 correct answers to this question.

- A. Select the planning dimensions and master data.
- B. Maintain multiple currencies in the sales target plan.
- C. Create a sales target plan with unique key combination of sales unit and horizon.
- D. Maintain multiple active versions of the sales target plan at the same time.

**ANSWER: A C**

## QUESTION NO: 7

You create sales quote in SAP Hybris Cloud for Customer for which a follow-up sales order must be created in SAP ERP. Which of the following activities must you perform before you create the sales order? There are 2 correct answers to this question.

- A. Select 'Create External Follow Up Document'
- B. Select 'Simulate Order and Return Pricing'.
- C. Create a sales quote with products.
- D. Set the pricing status to 'Calculated Successfully1'.

**ANSWER: B D**

## QUESTION NO: 8

How do you create an assignment for a service technician in SAP Service Cloud? Please choose the correct answer.

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

**ANSWER: D**

## QUESTION NO: 9

When responding to a SAP Cloud for Customer ticket, where is the default sender email address taken from?

Please choose the correct answer.

- A. Employee responsible for the ticket
- B. Outbound channel
- C. Service technician of the ticket

D. Sales organization

**ANSWER: B**

## QUESTION NO: 10

What must you do if your customer wants to add product images to sales quote print forms? Please choose the correct answer.

- A. Select an image option when you print the form.
- B. Add printing as a predefined task in Activity Plans.
- C. Activate the scoping element
- D. Configure the fine tuning activity.

**ANSWER: C**