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SAP C C4H510 04

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QUESTION NO: 1

The system needs to be set up to route all messages from Twitter that get created as service tickets to be handled by a specific team.

Which feature of SAP Service Cloud can help with this?

- A. SLA
- B. Work distribution
- C. Knowledge base integration
- D. Social channel setup

ANSWER: C

QUESTION NO: 2

Which of the following elements are necessary to calculate the due dates defined in the SLA? Note: There are 2 correct answers to this question.

- A. Working calendar
- B. Service contract
- C. Operating hours
- D. Maintenance plan

ANSWER: A C

QUESTION NO: 3

Which type of categories can be used in the service catalog? Note: There are 3 correct answers to this question.

- A. Incident category
- B. Warranty category
- C. Service category

- D. Cause category
- E. Maintenance category

ANSWER: A C D

QUESTION NO: 4

Which key scoping elements can be defined under the Business Configuration work center in SAP Service Cloud?

- A. Countries, business processes, integrations
- B. Countries, data workbench, form templates
- C. Countries, workflow rules, integrations
- D. Countries, business processes, business users

ANSWER: A

QUESTION NO: 5

What are the valid schedule types when creating maintenance plans? Note: There are 2 correct answers to this question.

- A. Recall
- B. Counter based
- C. Absolute
- D. Cyclical

ANSWER: C D

QUESTION NO: 6

Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Set up deals
- B. Maintenance plan

- C. Scoping attribute set
- D. Maintenance measurement and readings

ANSWER: B D

QUESTION NO: 7

What must you consider when you want to upload master data to SAP Service Cloud using templates? Note: There are 2 correct answers to this question.

- A. Data can be loaded only once.
- B. Field definitions are not relevant.
- C. There is a template available for each object that allows tool-supported migration.
- D. The template structure is predefined and cannot be changed.

ANSWER: C

QUESTION NO: 8

You plan a product recall with the help of automatically generated tickets. Which tool do you use?

- A. Ticket routing rules
- B. Maintenance plan
- C. Realignment runs
- D. Activity planner

ANSWER: B

QUESTION NO: 9

What are the main uses for warranty management in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. The system can be set up so that certain incident categories are not covered.

- B. Routing rules can be applied to warranties.
- C. The agent is prompted to upsell a warranty to the customer.
- D. When an agent creates a ticket with a registered product, the warranty is automatically determined.

ANSWER: A D

QUESTION NO: 10

Which element is needed to determine the due date for the initial ticket response in Service Level Agreements?

- A. Document types
- B. Maintenance plan
- C. Service category
- D. Priority

ANSWER: B