

**Free Questions for C\_C4H51\_2405**

**Shared by McIntyre on 04-10-2024**

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## Question 1

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**Question Type:** MultipleChoice

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You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

### Options:

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- A- Notifications
- B- Case routing
- C- SLA
- D- Service categories

### Answer:

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B

## Question 2

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**Question Type: MultipleChoice**

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Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

**Options:**

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- A- Service category
- B- Employee
- C- Account
- D- Organization
- E- Territory

**Answer:**

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B, D, E

## Question 3

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**Question Type: MultipleChoice**

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You are configuring SAP Service Cloud to automatically create tickets from Facebook posts and assign them to the social media support team. Which features of SAP Service Cloud can help with this?

Note: There are 2 correct answers to this question.

**Options:**

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- A- Scoping in the Configuration Workbench
- B- Social media channel configuration
- C- Approval process for social media import run
- D- Work distribution

**Answer:**

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B, D

## Question 4

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**Question Type: MultipleChoice**

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Which fields can be used to maintain service levels? Note: There are 2 correct answers to this question.

**Options:**

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A- Due Date

B- Custom fields

C- Priority

D- Category

**Answer:**

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A, C

## Question 5

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**Question Type: MultipleChoice**

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Which configuration steps can be used in SAP Service Cloud to send emails to a customer? Note: There are 2 correct answers to this question.

**Options:**

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- A- Set up an approval process.
- B- Create a customer and assign an email address.
- C- Activate Live Activity Configuration.
- D- Define a template.

**Answer:**

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B, D

## Question 6

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Ticket routing rules
- B- Realignment runs
- C- Maintenance plan

D- Activity planner

**Answer:**

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C

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