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Question 1

Question Type: MultipleChoice

Which of the following actions are needed to link incoming emails to a ticket?

Note: There are 2 correct answers to this question.

Options:

- A- Activate the scoping item Function Locations
- B- Activate the scoping item 'Do you want to support email channels for corporate accounts?'
- C- Maintain an email address
- D- Activate the Messaging Service communication channel

Answer:

B, D

Question 2

Question Type: MultipleChoice

Which steps do you need to automatically create a service ticket when an email comes in? Note:

There are 3 correct answers to this question.

Options:

- A- Set scoping questions and outgoing email details in fine-tuning.
- B- Create an email template for responses.
- C- Create an account with the email address of the customer.
- D- Configure the email address in the communication channel.
- E- Set up service categories and service catalogs.

Answer:

A, D, E

Question 3

Question Type: MultipleChoice

Which object is mandatory to integrate emails in tickets?

Options:

- A- Service organization
- B- Branding template
- C- Document type
- D- Service level agreement

Answer:

C

Question 4

Question Type: MultipleChoice

Which settings can you control for the email channel setup?

Note: There are 3 correct answers to this question.

Options:

- A- Ticket type
- B- Channel direction
- C- Notification type
- D- Mashup service
- E- Channel type

Answer:

B, C, E

Question 5

Question Type: MultipleChoice

What can you do to give employees easy access to a centralized repository of information that would help with ticket resolution?

Options:

- A- Create and assign a survey to a ticket
- B- Configure a response template
- C- Integrate an external knowledge base
- D- Set up a knowledge base for service contracts

Answer:

C

Question 6

Question Type: MultipleChoice

Which of the following actions are needed to link incoming emails to a ticket?

Note: There are 2 correct answers to this question.

Options:

- A- Activate the scoping item Function Locations

- B-** Activate the scoping item 'Do you want to support email channels for corporate accounts?'
- C-** Maintain an email address
- D-** Activate the Messaging Service communication channel

Answer:

B, D

Question 7

Question Type: MultipleChoice

Which settings can you control for the email channel setup?

Note: There are 3 correct answers to this question.

Options:

- A-** Ticket type
- B-** Channel direction

C- Notification type

D- Mashup service

E- Channel type

Answer:

B, C, E

Question 8

Question Type: MultipleChoice

Which object is mandatory to integrate emails in tickets?

Options:

A- Service organization

B- Branding template

C- Document type

D- Service level agreement

Answer:

C

Question 9

Question Type: MultipleChoice

Which steps do you need to automatically create a service ticket when an email comes in? Note:

There are 3 correct answers to this question.

Options:

- A- Set scoping questions and outgoing email details in fine-tuning.
- B- Create an email template for responses.
- C- Create an account with the email address of the customer.
- D- Configure the email address in the communication channel.
- E- Set up service categories and service catalogs.

Answer:

A, D, E

Question 10

Question Type: MultipleChoice

What can you do to give employees easy access to a centralized repository of information that would help with ticket resolution?

Options:

- A- Create and assign a survey to a ticket
- B- Configure a response template
- C- Integrate an external knowledge base
- D- Set up a knowledge base for service contracts

Answer:

C

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