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## Question 1

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**Question Type:** MultipleChoice

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What are the advantages of using the mashup approach when integrating an SAP BI system? Note: There are 3 correct answers to this question.

### Options:

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- A- No security issues with mashup outside of corporate network
- B- Offline access is available
- C- Real-time data access
- D- No additional authorization concept is required
- E- Existing reports can be reused

### Answer:

---

C, D, E

## Question 2

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**Question Type: MultipleChoice**

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Which components delivered by SAP Service Cloud provide CTI integration? Note: There are 2 correct answers to this question.

**Options:**

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- A- CTI Client Adapter
- B- Live Activity pane
- C- CTI Desktop pane
- D- CTI Client pane

**Answer:**

---

A, B

## Question 3

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**Question Type: MultipleChoice**

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Which of the following standard objects are supported by the Data Workbench? Note: There are 2 correct answers to this question.

**Options:**

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- A- Resource scheduler
- B- Account
- C- Contacts
- D- Warranty

**Answer:**

---

B, C

## Question 4

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**Question Type: MultipleChoice**

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You set up an e-mail channel to process incoming tickets and create new customers for unknown senders. Which action should you take if you would rather route unknown senders to a common inbox (Unassociated E-mails)?

**Options:**

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- A- Switch from channel type B2B to B2C.

- B-** Switch from channel direction inbound to outbound.
- C-** Switch from channel type B2C to B2B.
- D-** Switch from channel direction outbound to inbound.

**Answer:**

---

A

## Question 5

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**Question Type:** MultipleChoice

---

Which data is bidirectionally synchronized between SAP Cloud for Customer and SAP Field Service Management?

**Options:**

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- A-** Employees
- B-** Products
- C-** Tickets
- D-** Accounts

**Answer:**

---

C

## Question 6

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**Question Type:** MultipleChoice

---

Which of these template formats is supported by the Data Workbench?

**Options:**

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**A-** csv

**B-** Raw data

**C-** XML

**D-** HTML

**Answer:**

---

A

## Question 7

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**Question Type:** MultipleChoice

---

Which options do you have to connect an existing ticket to another ticket? Note: There are 3 correct answers to this question.

### Options:

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- A- Use the Subticket tabstrip to add a ticket.
- B- Execute an action for grouping tickets.
- C- Maintain the ticket hierarchy.
- D- Select the relevant scoping item.
- E- Define a multi-step approval process.

### Answer:

---

A, C, D

## Question 8

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**Question Type:** MultipleChoice

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The status of a ticket needs to be escalated.

Which tool can be used to achieve this?

Note: There are 2 correct answers to this question.

**Options:**

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- A- Resource scheduler
- B- Maintenance plan
- C- Feature action within tickets
- D- Workflow rule

**Answer:**

---

C, D

## Question 9

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**Question Type:** MultipleChoice

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What are the advantages of using the mash-up approach when integrating an SAP BusinessObjects BI system? Note: There are 3 correct answers to this question.

**Options:**

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- A- Offline access is available
- B- Existing reports can be reused
- C- No security issues with mashup outside of corporate network
- D- Real-time data access
- E- No additional authorization concept is required

**Answer:**

---

A, B, D

## Question 10

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**Question Type: MultipleChoice**

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

**Options:**

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

**Answer:**

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C, D

## Question 11

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**Question Type: MultipleChoice**

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What are the essential configuration steps to automatically create a service ticket when an e-mail comes in? Note: There are 3 correct answers to this question.

**Options:**

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- A- Set up service categories and service catalogs.

- B-** Create an account with the e-mail address of the customer.
- C-** Set scoping questions and outgoing e-mail details in fine-tuning.
- D-** Configure the e-mail address in the communication channel.
- E-** Create an e-mail template for responses.

**Answer:**

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B, C, D

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