

Free Questions for C_C4H510_21 by dumpsheet

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Question 1

Question Type: MultipleChoice

Which actions are needed to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

Options:

- A- Set the access rights to display.
- B- Set the write access to restricted.
- C- Set the access rights to edit.
- D- Set the read access to restricted.
- E- Set the read and write access to restricted.

Answer:

B, D, E

Question 2

Question Type: MultipleChoice

Which action is a prerequisite to implement registered products? Note: There are 2 correct answers to this question.

Options:

- A- Activate Registered Products in Scoping
- B- Create an Installed Base
- C- Create numeric ranges for customers
- D- Create customer records

Answer:

A, B

Question 3

Question Type: MultipleChoice

: Which fields can be pre-filled in the ticket template when you create a maintenance plan? Note: There are 3 correct answers to this question.

Options:

A- Ticket ID

B- Priority

C- Installed Base

D- Ticket Type

E- Service Category

Answer:

B, D, E

Question 4

Question Type: MultipleChoice

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

Options:

- A- Incident category
- B- Cause category
- C- Process category
- D- Maintenance category
- E- Warranty category

Answer:

A, B, C

Question 5

Question Type: MultipleChoice

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

Options:

- A- Incident category
- B- Warranty category

C- Service category

D- Cause category

E- Maintenance category

Answer:

A, C, D

Question 6

Question Type: MultipleChoice

Question 42: You want to create a service ticket with a reference to an installed base, but installed base is not available for selection.

What could be the reason?

Options:

A- You need to be maintained as the contact for the installed base.

- B-** The installed base is in status 'In Preparation' and needs to be activated.
- C-** The address of the installed base does not match the account.
- D-** You need to update the skills in the service ticket and the installed base.

Answer:

B

Question 7

Question Type: MultipleChoice

Which data element is used to calculate the warranty start?

Options:

- A-** Number of months
- B-** Warranty duration
- C-** Service category
- D-** Warranty reference date

Answer:

D

Question 8

Question Type: MultipleChoice

What are the different types of mashups available in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

A- HTML mashups

B- URL mashups

C- Internal mashups

D- ASAP mashups

Answer:

A, B

Question 9

Question Type: MultipleChoice

Which transactional data is replicated unidirectionally from SAP Service Cloud to SAP CRM?

Options:

- A- Contracts
- B- Tickets
- C- External pricing
- D- Activities

Answer:

B

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