

# Free Questions for C\_C4H510\_21 by vceexamstest

Shared by Vargas on 09-08-2024

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# **Question 1**

**Question Type:** MultipleChoice

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

#### **Options:**

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

#### **Answer:**

Α

## **Question 2**

**Question Type:** MultipleChoice

When should you use the templates provided in the Data Workbench? Note: There are 2 correct answers to this question.

#### **Options:**

- A- When data volume is low
- B- When data needs to be loaded quickly
- C- When data needs to be loaded into multiple systems
- D- When there is unstructured legacy data

#### **Answer:**

C, D

### **Question 3**

**Question Type:** MultipleChoice

Which settings can you control for the e-mail channel setup? Note: There are 3 correct answers to this question.

Options:	
A- Notification type	
B- Ticket type	
C- Channel type	
D- Mashup service	
E- Channel direction	
Answer:	
B, C, E	
D, C, E	
В, С, Е	
Question 4 Question Type: MultipleChoice	
Question 4 Question Type: MultipleChoice	users to broadcast reports by e-mail? Note: There are 2 correct answers to this
Question 4 Question Type: MultipleChoice  Question 35: What are the scenarios that enable	users to broadcast reports by e-mail? Note: There are 2 correct answers to this

- A- On specific report creation
- B- On every save of the report
- C- Periodic scheduling
- D- Ad-hoc broadcasting

#### **Answer:**

C, D

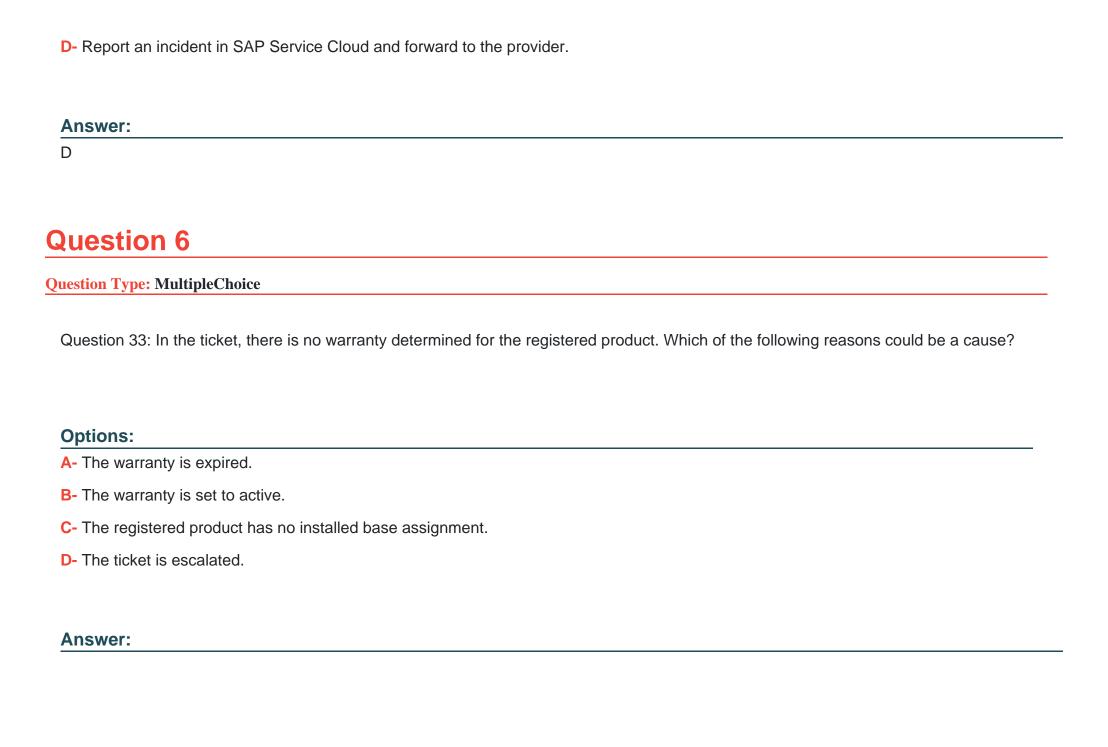
# **Question 5**

**Question Type:** MultipleChoice

Which action is recommended for the administrator to solve an issue in the SAP Service Cloud system?

#### **Options:**

- A- Write an e-mail to your implementation partner.
- B- Write a message to SAP via social media.
- C- Report an incident in SAP Service Cloud and forward to the requester.



# **Question 7**

#### **Question Type:** MultipleChoice

Which elements are used to calculate the due dates defined in Service Level Agreements (SLAs)? Note: There are 2 correct answers to this question.

### **Options:**

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

#### **Answer:**

A, C

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