Free Questions for C_C4H510_21 by vceexamstest

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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:

A

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

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 question.

Options:

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.

D- Report an incident in SAP Service Cloud and forward to the provider.

Answer:

D

Question 6

Question Type: MultipleChoice

Question 33: In the ticket, there is no warranty determined for the registered product. Which of the following reasons could be a cause?

Options:

A- The warranty is expired.

B- The warranty is set to active.

C- The registered product has no installed base assignment.

D- The ticket is escalated.

Answer:

C

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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