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SAP Certified Application Associate - SAP Service Cloud 1811

SAP C C4C14 1811

Version Demo

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QUESTION NO: 1

Which of the following functions can you perform using the Language Adaptation tool?

- A. Translate work center and view labels
- B. Translate all buttons
- C. Translate notes entered by a user
- D. Translate extension field labels

ANSWER: D

QUESTION NO: 2

What can you create using a workflow?

- A. Activity list
- B. Appointment
- C. Task
- D. Phone call

ANSWER: C

QUESTION NO: 3

Your test tenants have been upgrade. Your production tenants will be upgrade in two weeks. Which activities should you NOT perform during these two weeks in the production tenant? Note: there are 2 correct answer to this question.

- A. Apply SDK solution
- B. Request new tenants
- C. Upload data using the Mass Data Maintenance Tool
- D. Create Business Roles

ANSWER: A B

QUESTION NO: 4

You release an invoicing-relevant item with processing type Part Consumption from Technician Stock from an SAP Cloud for Customer work ticket to SAP ERP Where are the quantity fields used? Note: There are 2 correct answers to this question.

- A. The target quantity is used in the goods movement
- B. The target quantity is used in the billing request item
- C. The actual quantity is used in the goods movement
- D. The actual quantity is used in the billing request item

ANSWER: C D

QUESTION NO: 5

What does a Simulate Run action display in maintenance plans?

- A. A list of all objects for which a work ticket would be created
- B. A success status to indicate if the maintenance plan run was successful
- C. The number objects for which a work tickets would be created
- D. The top 10 objects for which a work ticket would be created

ANSWER: B

QUESTION NO: 6

Which of the following elements is optional when you configure a service level?

- A. alert when overdue
- B. Priority ticket
- C. type of service
- D. Net labor time

ANSWER: A

QUESTION NO: 7

Which item types can you use in installed bases? Note: There are 3 correct answers to this question.

- A. Warranty
- B. Product

- C. Registered product
- D. Text
- E. object

ANSWER: B C D

QUESTION NO: 8

What activities do you perform in the administrator work center to enable a new social media channel? There are 3 correct answers to this question.

- A. Select the channel type
- B. Set up service level determination for the social media channel
- C. Create and schedule social media import run
- D. Set up access to social media account
- E. Set up ticket routing for the social media channel

ANSWER: A C D

QUESTION NO: 9

Which of the following element from Customer Care do you select to enable SAP JAM as a knowledge base in SAP Cloud for Customer?

- A. Communication for Customer Care
- B. Business Performance Management
- C. Service and Repair
- D. Service Request Management

ANSWER: D

QUESTION NO: 10

Which actions can you perform when you maintain organizational work distribution rules? Note: There are 2 correct answers to this question.

- A. Upload
- B. Delete

C. Copy

D. Download

ANSWER: A D