# DUMPSQUEEN

## SAP Certified Application AssociateSAP Service Cloud 2011

### SAP C_C4H510_04

### Version Demo

### Total Demo Questions: 10

### Total Premium Questions: 114

### Buy Premium PDF

## QUESTION NO: 1

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

**A.** Recall

**B.** Counter based

**C.** Absolute

**D.** Cyclical

**ANSWER: C D**

## QUESTION NO: 2

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

**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 NO: 3

Which element is needed to determine the due date for the initial ticket response in Service Level Agreements?

**A.** Document types

**B.** Maintenance plan

**C.** Service category

**D.** Priority

**ANSWER: B**

## QUESTION NO: 4

Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

**A.** Set up deals

**B.** Maintenance plan

**C.** Scoping attribute set

**D.** Maintenance measurement and readings

**ANSWER: B D**

## QUESTION NO: 5

The system needs to be set up to route all messages from Twitter that get created as service tickets to be

handled by a specific team.

Which feature of SAP Service Cloud can help with this?

**A.** SLA

**B.** Work distribution

**C.** Knowledge base integration

**D.** Social channel setup

**ANSWER: C**

## QUESTION NO: 6

Which of the following elements are necessary to calculate the due dates defined in the

SLA? Note: There are 2 correct answers to this question.

**A.** Working calendar

**B.** Service contract

**C.** Operating hours

**D.** Maintenance plan

**ANSWER: A C**

QUESTION NO: 7

What are the main uses for warranty management in SAP Service Cloud? Note: There are

2 correct answers to this question.

**A.** The system can be set up so that certain incident categories are not covered.

**B.** Routing rules can be applied to warranties.

**C.** The agent is prompted to upsell a warranty to the customer.

**D.** When an agent creates a ticket with a registered product, the warranty is automatically determined.

**ANSWER: A D**

QUESTION NO: 8

What must you consider when you want to upload master data to SAP Service Cloud using templates? Note: There are 2 correct answers to this question.

**A.** Data can be loaded only once.

**B.** Field definitions are not relevant.

**C.** There is a template available for each object that allows tool-supported migration.

**D.** The template structure is predefined and cannot be changed.

**ANSWER: C**

QUESTION NO: 9

You plan a product recall with the help of automatically generated tickets. Which tool do you use?

**A.** Ticket routing rules

**B.** Maintenance plan

**C.** Realignment runs

**D.** Activity planner

## QUESTION NO: 10

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

**A.** Incident category

**B.** Warranty category

**C.** Service category

**D.** Cause category

**E.** Maintenance category

**ANSWER: A C D**