SAP

C_C4H320_34 Exam

SAP Certified Application Associate - SAP Commerce Cloud Business User

Version: 4.0

Question: 1

Which area in the user interface can you use to resolve a customer complaint ticket?

A. Feedback Icon at the top right of the Back office page

B. On the storefront using the Assisted Service Module

C. Back office Collaboration Center

D. Back office Customer Support Cockpit

Answer: D

Question: 2

In Smart Edit, which of the following objects can you perform synchronization on?

Note: There are 3 correct answers to this question.

A. A page

B. A content slot

C. A CMS restriction

D. A page template

E. A CMS Component

Answer: A B E

Question: 3

What are key features of the SAP Commerce Cloud Rule Engine?

Note: There are 2 correct answers to this question.

A. Separation of data and logic

B. A back office interface for creating new condition types

C. A back office interface for triggering the rule execution

D. A centralized repository of rules

Answer: B C

Question: 4

What are the key modules and functionalities of Intelligent Selling Services for SAP Commerce

Cloud? Note: There are 3 correct answers to this question.

A. Recommendation module to provide product recommendations based on machine learning

or custom configuration

B. Foundation module to collect customer behavior data

C. Customer Recovery module to bring customers back based on abandoned shopping carts or

browser sessions

D. Test and Reporting module to provide test and report functionality for comparing and

validating merchandising efforts

E. Segmentation module to associate customers to custom segments or user groups in SAP

Commerce Cloud

Answer: A B D

Question: 5

Without needing to restart the server, how would you grant customers the ability to select from different colors, capacities, and form factors when purchasing a hard drive? Which product modeling approach should you choose?

A. Classification system

B. Multi-dimensional product variants

C. Type system

D. Basic product variants

Answer: A

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