SAP

C_C4H510_01 Exam

Certified Application Associate - SAP Service Cloud 1911

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Version: 4.1

Question: 1

Which of the following tools can you use to restrict the business role level in SAP Cloud for Customer? Note: There are 2 correct answers to this question.

A. Language Adaptation
B. Code list Restrictions
C. Mash-ups
D. Page layouts

Answer: B, D

Question: 2

Which additional business objects can be determined by using a registered product within a ticket? Note: There are 2 correct answers to this question.

A. Pricing condition
B. Service contract
C. Warranty
D. Maintenance plan

Answer: C, D

Question: 3

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

A. Set up service level determination for social media channel
B. Set up access to social media account
C. Maintain Next Ticket configuration
D. Create and schedule social media import run
E. Select the channel type

Answer: B, C, D

Question: 4

Your test tenants have been upgraded. Your production tenants will be upgraded in two weeks. Which activities should be avoided until the production tenant upgrade is complete? Note: There are 2 correct answers to this question.

A. Request new tenants
B. Update fine-tuning
C. Create business roles
D. Apply SDK solution

Answer: A, D

Question: 5

Which data is synchronized bi-directionally between SAP Cloud for Customer and SAP CRM on premise?

A. The Report
B. Activity
C. Maintenance plan
D. Campaign

Answer: B

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