

SAP

C_C4H510_04

SAP Certified Application Associate – SAP Service Cloud 2011



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Question: 1

To which objects can you directly assign a registered product? Note: There are 2 correct Answers to this question.

- A. Appointment
- B. Territory
- C. Installed base
- D. Maintenance plan

Answer: C,D

Question: 2

Which of the following access restriction types are available in SAP Service Cloud? Note: There are 3 correct Answers to this question.

- A. Define Specific Restriction
- B. Restricted
- C. No Access
- D. Full Access
- E. Unrestricted

Answer: B,C,E

Question: 3

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

- A. Cause category
- B. Maintenance category
- C. Warranty category
- D. Incident category
- E. Process category

Answer: A,D,E

Question: 4

Which elements are used to calculate the due dates defined in Service Level Agreements (SLAs)? Note: There are 2 correct Answers to this question.

- A. Service contract
- B. Working calendar
- C. Maintenance plan
- D. Operating hours

Answer: B,D

Question: 5

Which objects are required to create a service ticket? Note: There are 2 correct Answers to this question.

- A. Transaction
- B. Maintenance plan
- C. Customer
- D. Contracts

Answer: A,C

Question: 6

How can you restrict access to Product View?

- A. Service Unit of Employee
- B. Employee
- C. Territories
- D. Sales Data of Employee

Answer: D

Question: 7

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

- A. Countries, business processes, integrations
- B. Countries, business processes, business users
- C. Countries, workflow rules, integrations
- D. Countries, data workbench, form templates

Answer: A

Question: 8

Which objects can be used within ticket creation to automatically determine the registered product?

- A. Installation Point
- B. Product
- C. Warranty
- D. Installed Base

Answer: A

Question: 9

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

- A. Scoping attribute set
- B. Maintenance plan
- C. Maintenance measurement and readings
- D. Setup deals

Answer: B,C

Question: 10

Which of the following elements needs to be activated in the scoping? Note: There are 2 correct Answers to this question.

- A. Service Contract Management
- B. Sales Contact
- C. Registered Products and Installed Bases
- D. Service Notification

Answer: A,C

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