

# SAP

C\_C4H510\_04

SAP Certified Application Associate – SAP Service Cloud 2011



**For More Information – Visit link below:**

**<https://www.examsboost.com/>**

## Product Version

- ✓ Up to Date products, reliable and verified.
- ✓ Questions and Answers in PDF Format.

---

# Latest Version: 6.0

## 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**



---

# Thank You for Trying Our Product

Discount Coupon Code:

**EXAMSBOOST10**

For More Information – Visit link below:

**<http://www.examsboost.com/>**



## FEATURES

- ✓ **90 Days Free Updates**
- ✓ **Money Back Pass Guarantee**
- ✓ **Instant Download or Email**

**Attachment**

- ✓ **24/7 Live Chat Support**
  - ✓ **PDF file could be used at any**
- Platform**

- ✓ **50,000 Happy Customer**