SAP
C_C4H51_2405

SAP Certified Associate - Implementation Consultant - SAP Service Cloud

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Topic: 1
Data Management

Question: 1

Which data is replicated unidirectionally from SAP Service Cloud to SAP CRM?

A. External pricing
B. Products
C. Social media profiles
D. Accounts

Answer: D

Data Management

Question: 2

Which of the following objects can be replicated from SAP Service Cloud to SAP Field Service Management?
Note: There are 2 correct answers to this question.

A. Service contracts
B. Installed bases
C. Contacts
D. Registered products

Answer: A, B

Data Management

Question: 3

Which data is replicated from SAP Service Cloud to SAP Field Service Management?

A. Installed base
B. Registered product
C. Account hierarchy
D. Ticket hierarchy

Answer: A

Data Management

Question: 4

Which steps are recommended to upload data into SAP Service Cloud through the Data Workbench?
Note: There are 2 correct answers to this question.

A. Download the template.
B. Map the data fields to the data fields offered in the template.
C. Schedule an MDRO job.
D. Delete the header with the field names in the template.

Answer: A, B

Data Management

Question: 5

What do you have to consider when you are using the Data Workbench?

A. Templates are used to update existing data records.
B. Using the Data Workbench requires the activation of a scoping item.
C. Using the Data Workbench requires an additional license.
D. Additional configuration needs to be defined in the fine-tuning area.

Answer: B, C

Data Management

Question: 6

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 or changed only once.

B. You'll need to create an initial file based on predefined fields.
C. You'll need to cleanse the legacy data.
D. The migration run requires an approval from SAP Cloud Support.

Answer: B, C

Data Management

Question: 7

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud?

A. Account
B. Product
C. Account hierarchy
D. Employee

Answer: A

Data Management

Question: 8

Which function should be enabled in the account master to block the release of external follow-up documents to SAP S/4HANA?

A. Delivery blocking
B. Prospect blocking
C. Sales support blocking
D. Credit limit check

Answer: B

Topic: 2
Basic Setup Settings

Question: 9

Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

A. Implement the provided Hot Fix number.
B. Create an incident.
C. Report a ticket.
D. Send an email to SAP Cloud Support.

Basic Setup Settings

Question: 10

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

Answer: C, D

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