

# TestValid

LOGIN / REGISTER | MY CART (5) Q



HOME

CERTIFICATIONS

ABOUT

HOW TO PAY?

GUARANTEE

FAQ

## WELCOME TO TESTVALID

Valid test questions and answers for IT certification actual test



With the help of our website, you will pass actual test by practicing test questions and remembering the test answers skillfully.



### Quality and Value

TestValid Practice Exams are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development - no all dumps.



### Tested and Approved

We are committed to the process of vendor and third party approvals. We believe professionals and executives alike deserve the confidence of quality coverage these authorizations provide.



### Easy to Pass

If you prepare for the exams using our TestValid testing engine, it is easy to succeed for all certifications in the first attempt. You don't have to deal with all dumps or any free torrent / rapidshare all stuff.



### Try Before Buy

TestValid offers free demo of each product. You can check out the interface, question quality and usability of our practice exams before you decide to buy.

<http://www.testvalid.com>

Valid test questions and answers for IT certification actual test

**Exam** : **C\_C4H510\_21**

**Title** : Certified Application Associate  
– SAP Service Cloud 2111

**Vendor** : SAP

**Version** : DEMO

**NO.1** Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this question.

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

**Answer:** B,D

**NO.2** When an end user logs an incident in SAP Service Cloud, which steps will be used by the administrator to manage the incident?

- A. Change the priority to escalated.
- B. Start processing.
- C. Push the incident to SAP Service Cloud support.
- D. Set up a multi-step approval process.

**Answer:** B

**NO.3** For which element do you maintain attributes such as password and security policy?

- A. Business role
- B. Employee
- C. Service agent
- D. Business user

**Answer:** D

**NO.4** The system needs to be set up to route all messages from Twitter that get created as service tickets to be handled by a specific team.

Which feature of SAP Service Cloud can help with this?

- A. Work distribution
- B. SLA
- C. Knowledge base integration
- D. Social channel setup

**Answer:** C

**NO.5** 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. Unrestricted
- C. Full Access
- D. Restricted
- E. No Access

**Answer:** B,D,E

**NO.6** Which feature allows the scheduling of automatic ticket creation?

- A. Maintenance plans

- B. Registered products
- C. Service plans
- D. Realignment run

**Answer:** A

**NO.7** Which item can be assigned to organizational structures, team assignments and workflow rules?

- A. Business user
- B. Service agent
- C. Business role
- D. Employee

**Answer:** D

**NO.8** What is required to set up the organizational structure correctly?

- A. The root node/uppermost node must be defined as an enterprise.
- B. The root node/uppermost node must be defined as a sales organization.
- C. The root node/uppermost node must be defined as a service organization.
- D. The root node/uppermost node must be defined as a company.

**Answer:** D

**NO.9** Which action is recommended for the administrator to solve an issue in the SAP Service Cloud system?

- A. Report an incident in SAP Service Cloud and forward to the provider.
- B. Write a message to SAP via social media.
- C. Write an e-mail to your implementation partner.
- D. Report an incident in SAP Service Cloud and forward to the requester.

**Answer:** A

**NO.10** What are the essential configuration steps to automatically create a service ticket when an e-mail comes in? Note: There are 3 correct answers to this question.

- A. Configure the e-mail address in the communication channel.
- B. Set scoping questions and outgoing e-mail details in fine-tuning.
- C. Set up service categories and service catalogs.
- D. Create an e-mail template for responses.
- E. Create an account with the e-mail address of the customer.

**Answer:** A,B,E

**NO.11** Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

- A. Document an influencer story.
- B. Report a ticket.
- C. Send an e-mail to SAP Cloud Support.
- D. Create an incident.

**Answer:** D

**NO.12** Which feature in user interface maintenance can be used to control the values of custom fields?

- A.** Code list restriction
- B.** Personalization
- C.** Usage of restriction rules
- D.** Activation scoping item in administration

**Answer:** B