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Q&A

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Exam: **C_C4H510_21**

Title: SAP Certified Application
Associate - SAP Service
Cloud 2111

Version: DEMO

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

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

Answer: B,C,D

2.Which types of work distribution are possible for routing tickets in SAP Service Cloud? Note: There are 3 correct answers to this question.

- A. Account work distribution
- B. Organizational work distribution
- C. Service category distribution
- D. Territory work distribution
- E. Employee work distribution

Answer: B,C,D

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

- A. Contracts
- B. Tickets
- C. External pricing
- D. Activities

Answer: B

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

Answer: B,C,D

5.When a customer calls in with a problem with their product, which feature helps the service agent quickly identify the unique product ?

- A. Registered product
- B. Installed base
- C. Service contract
- D. Service warranty

Answer: A