

# SAP

## C\_C4H510\_21

**SAP Certified Application Associate - SAP Service  
Cloud 2111**

### Question: 1

Which scoping question allows you to enable automatic ticket creation based on incoming e-mails?

- A. Do you want to support e-mail channels for corporate accounts?
- B. Do you want to enable agents to respond to tickets using an external e-mail client?
- C. Do you want to enable internal memos for tickets?
- D. Do you want to support e-mail channels for groups?

**Answer: A**

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### Question: 2

What can you use to keep track of new knowledge base articles and changes made to the existing ones if you have set up SAP Jam as a knowledge base?

- A. Knowledge Base fine -tuning activity
- B. Solution finder
- C. Broadcast
- D. Feed

**Answer: D**

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### Question: 3

Which mandatory characteristics do you need to provide when you create a cloud data source? Note: There are 3 correct answers to this question.

- A. Web service URL
- B. Data source ID
- C. Usage
- D. Name
- E. Description

**Answer: B,C,D**

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#### **Question: 4**

What are the steps required to set up an approval process? Note: There are 3 correct answers to this question.

- A. Configure a resource scheduler.
- B. Create a new registered product.
- C. Configure process steps and define work distribution.
- D. Set validity from and to dates.
- E. Copy an existing approval process and modify the details.

**Answer: C,D,E**

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#### **Question: 5**

How can you restrict access to Product View?

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

**Answer: D**

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#### **Question: 6**

What objects can be used to define work distribution rules? Note: There are 2 correct answers to this question.

- A. Employees
- B. Territories

C. Incidents

D. Service agents

**Answer: B,C**

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### **Question: 7**

Which item can be assigned to organizational structures, team assignments and workflow rules?

A. Service agent

B. Business role

C. Business user

D. Employee

**Answer: D**

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### **Question: 8**

You request external prices from SAP ERP for your contract document. What do you need to display a valid condition record in SAP Service Cloud?

A. Price scale

B. Cross-selling list

C. Price list

D. Pricing procedure

**Answer: D**