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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