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## SAP Certified Application Associate – SAP Service Cloud 2111

SAP C C4H510 21

Version Demo

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**QUESTION NO: 1**

Which actions are needed to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

- A. Set the access rights to display.
- B. Set the write access to restricted.
- C. Set the access rights to edit.
- D. Set the read access to restricted.
- E. Set the read and write access to restricted.

**ANSWER: B D E****QUESTION NO: 2**

Which of the following actions can you perform to configure access rights? Note: There are 3 correct answers to this question.

- A. Set access restrictions.
- B. Control access on field and action level.
- C. Create service level agreements.
- D. Assign work centers and views.
- E. Maintain the service catalog.

**ANSWER: A B D****QUESTION NO: 3**

Which key user tool allows you to change field properties on the SAP Service Cloud UI?

- A. Mashup
- B. Code list restriction
- C. Workflow rules
- D. Adaptation

**ANSWER: D**

**QUESTION NO: 4**

Which of the following options are possible for permissions?

- A. If an activity is contained in multiple views and the access rights are contradictory, the system automatically grants no access.
- B. Unrestricted access rights override any restrictions you have defined.
- C. Restricted access rights override any unrestricted access you have defined.
- D. You can decide, per view, if the access rights should override any restrictions you have defined or not.

**ANSWER: D****QUESTION NO: 5**

Which master data is synchronized unidirectionally from SAP Service Cloud to SAP CRM?

- A. Territories
- B. Social media profiles
- C. Accounts
- D. Products

**ANSWER: B****QUESTION NO: 6**

: Which fields can be pre-filled in the ticket template when you create a maintenance plan? Note: There are 3 correct answers to this question.

- A. Ticket ID
- B. Priority
- C. Installed Base
- D. Ticket Type
- E. Service Category

**ANSWER: B D E****QUESTION NO: 7**

Which key features of the Analytics framework allow you to monitor business processes in SAP Service Cloud? Note: There are 3 correct answers to this question.

- A. Web service message monitoring
- B. Custom reports
- C. Interactive dashboards
- D. Standard reports
- E. Inner join data sources

**ANSWER: A B D**

#### QUESTION NO: 8

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

- A. SAP Service Cloud
- B. SAP Analytics Cloud
- C. SAP ERP
- D. SAP SuccessFactors

**ANSWER: C**

#### QUESTION NO: 9

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**

#### QUESTION NO: 10

Which objects can be used within ticket creation to automatically determine the registered product?

- A. Installed Base
- B. Installation Point
- C. Warranty
- D. Product

**ANSWER: D**

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