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What Client's Say

“ There are some less than 8 new questions, so this 70-695 dump is still mostly valid. Wrote the exams today and passed. ”

 **Timothy**
★★★★★

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Pass-Guaranteed Certification Exam Questions | Exam Dumps - ITCertMagic

Exam : **C-C4H510-04**

Title : SAP Certified Application
Associate – SAP Service Cloud
2011

Vendor : SAP

Version : DEMO

NO.1 Which settings can you control for the e-mail channel setup? Note: There are 3 correct answers to this question.

- A. Ticket type
- B. Channel type
- C. Mashup service
- D. Notification type
- E. Channel direction

Answer: A,B,E

NO.2 Which of the following scoping questions needs to be flagged 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 download an add-in for Microsoft Outlook?

Answer: A

NO.3 Which feature is used to limit values in a drop-down list?

- A. Personalization
- B. Adaptation
- C. Code list restriction
- D. Extension fields

Answer: C

NO.4 Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

- A. Visit
- B. Ticket
- C. Maintenance plan
- D. Contract

Answer: B,D

NO.5 Which configuration steps can be used in SAP Service Cloud to send e-mails to a customer? Note: There are 2 correct answers to this question.

- A. Set up an approval process.
- B. Define a template.
- C. Activate Live Activity Configuration.
- D. Create a customer and assign an e-mail address.

Answer: B,D

NO.6 Which of the following are reporting features in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. You can save report views and make them available to users.

- B. You can use a console to write SQL statements.
- C. You can add custom fields in data sources and reports.
- D. You can access data base and check raw data in tables.

Answer: A,C

NO.7 When an end user logs an incident in SAP Service Cloud, which steps will be used by the administrator to manage the incident?

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

Answer: A

NO.8 Which of the following elements are necessary to calculate the due dates defined in the SLA?

Note: There are 2 correct answers to this question.

- A. Operating hours
- B. Maintenance plan
- C. Working calendar
- D. Service contract

Answer: A,C

NO.9 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. Restricted
- C. Unrestricted
- D. No Access
- E. Define Specific Restriction

Answer: B,C,D

NO.10 Which data element is used to calculate the warranty start?

- A. Warranty reference date
- B. Service category
- C. Warranty duration
- D. Number of months

Answer: A

NO.11 What is required to set up the organizational structure correctly?

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

Answer: B

NO.12 Which of the following Data Workbench actions are supported for a complete business object? Note: There are 2 correct answers to this question.

A. Update

B. Insert

C. Delete

D. Upsert

Answer: B,D