

SAP.C\_C4H51\_2405.by.Hyndo.45q

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**Exam Code: C\_C4H51\_2405**

**Exam Name: SAP Certified Associate - Implementation Consultant - SAP Service Cloud**



## Exam A

### QUESTION 1

Which object can you use in a ticket template when you create a new maintenance plan? Note: There are 2 correct answers to this question.

- A. Organization
- B. Service level
- C. Ticket type
- D. Category

**Correct Answer: B, C**

**Section:**

### QUESTION 2

Which options do you have to connect an existing ticket to another ticket? Note: There are 3 correct answers to this question.

- A. Maintain the ticket hierarchy.
- B. Run an action for grouping tickets.
- C. Use the Subticket tab to add a ticket.
- D. Define a multi-step approval process.
- E. Create an activity plan for an object ticket.

**Correct Answer: A, B, C**

**Section:**

### QUESTION 3

Which elements are used to calculate the due dates defined in service level agreements (SLAs)? Note: There are 2 correct answers to this question.

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

**Correct Answer: C, D**

**Section:**

### QUESTION 4

When an end user logs an incident in SAP Service Cloud, what can the administrator do to manage the incident? Note: There are 2 correct answers to this question.

- A. Change the priority to Escalated.
- B. Set the action to Propose Solution.
- C. Maintain the Incident Context.
- D. Push the incident to SAP Service Cloud support.



**Correct Answer: A, B**

**Section:**

**QUESTION 5**

Which category types can be used when creating a Service Catalog? Note: There are 3 correct answers to this question.

- A. Process category
- B. Warranty category
- C. Maintenance category
- D. Incident category
- E. Cause category

**Correct Answer: A, B, C**

**Section:**

**QUESTION 6**

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Create territory hierarchy levels
- B. Remove the personal data from the business user
- C. Assign employee to an organizational unit
- D. Assign restriction rules

**Correct Answer: C, D**

**Section:**



**QUESTION 7**

You are setting up an organizational structure for a new implementation. Which actions can you take while performing this task?

Note: There are 2 correct answers to this question.

- A. Make sure an organizational node can only be set up with a replication process from the back end.
- B. Make sure that each organizational unit can have only one function at a time.
- C. Use the Reporting Line function for selection.
- D. Assign an employee to several organizational units.

**Correct Answer: C, D**

**Section:**

**QUESTION 8**

Which key scoping elements can be defined under the Business Configuration work center in SAP Service Cloud?

- A. Countries, scoping, activating dashboard designer
- B. Countries, scoping, live activity configuration
- C. Countries, business processes, integrations
- D. Countries, business processes, business users

**Correct Answer: C**

**Section:**

**QUESTION 9**

What are some SAP recommended guiding principles to achieve clean core operations? Note: There are 3 correct answers to this question.

- A. Establish regular housekeeping tasks and procedures.
- B. Define roles and responsibilities as part of a process transformation office.
- C. Establish release management.
- D. Integrate clean core practices in the end-to-end value process chain.
- E. Establish an organizational structure, technical foundation, and transformation methodology for clean core.

**Correct Answer: A, D, E**

**Section:**

**QUESTION 10**

Which of the following can you use to explore released APIs?

- A. SAP Application Interface Framework
- B. SAP Business Accelerator Hub
- C. SAP Integration Suite

**Correct Answer: B**

**Section:**

**QUESTION 11**

Which objects can be assigned in the covered objects facet of a contract? Note: There are 2 correct answers to this question.

- A. Account
- B. Products
- C. Categories
- D. Installed base

**Correct Answer: B, D**

**Section:**

**QUESTION 12**

Which service objects can you display on an installed base? Note: There are 2 correct answers to this question.

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

**Correct Answer: A, B**

**Section:**

**QUESTION 13**



Which of the following objects can you assign to an installed base at item level? Note: There are 3 correct answers to this question.

- A. Product
- B. Text
- C. Registered product
- D. Maintenance plan
- E. Warranty

**Correct Answer: A, C, D**

**Section:**

#### QUESTION 14

You want to create a maintenance plan for a vehicle check at 10,000 kilometers or 12 months. What schedule condition and schedule type do you use?

- A. Absolute, counter-based
- B. Alternating, time and counter-based
- C. One time - no condition, time and counter-based
- D. One time, time and counter-based

**Correct Answer: B**

**Section:**

#### QUESTION 15

Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. You can link multiple tickets to a customer hierarchy using the Grouping feature.
- B. You can change the status of multiple sub-tickets from the main ticket.
- C. Changing the customer in the main ticket updates the customers in the related sub-tickets.
- D. Opening the main ticket allows you to see all the connected sub-tickets.

**Correct Answer: B, D**

**Section:**

#### QUESTION 16

Which object can you assign to a ticket template when you are using maintenance plans?

- A. Service category
- B. Reference date
- C. Maintenance plan condition
- D. Registered product

**Correct Answer: A**

**Section:**

#### QUESTION 17

What can you do to give employees easy access to a centralized repository of information that would help with ticket resolution?

- A. Create and assign a survey to a ticket
- B. Configure a response template
- C. Integrate an external knowledge base
- D. Set up a knowledge base for service contracts

**Correct Answer: C**

**Section:**

**QUESTION 18**

Which settings can you control for the email channel setup? Note: There are 3 correct answers to this question.

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

**Correct Answer: B, C, E**

**Section:**

**QUESTION 19**

Which object is mandatory to integrate emails in tickets?

- A. Service organization
- B. Branding template
- C. Document type
- D. Service level agreement

**Correct Answer: C**

**Section:**

**QUESTION 20**

Which steps do you need to automatically create a service ticket when an email comes in? Note: There are 3 correct answers to this question.

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

**Correct Answer: A, D, E**

**Section:**

**QUESTION 21**

Which of the following actions are needed to link incoming emails to a ticket? Note: There are 2 correct answers to this question.

- A. Activate the scoping item Function Locations



- B. Activate the scoping item 'Do you want to support email channels for corporate accounts?'
- C. Maintain an email address
- D. Activate the Messaging Service communication channel

**Correct Answer: B, D**

**Section:**

#### **QUESTION 22**

Where can you keep track of new and modified knowledge base articles?

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

**Correct Answer: D**

**Section:**

#### **QUESTION 23**

Which of the following is possible when creating tickets in the Agent Desktop?

- A. You can create knowledge articles.
- B. You can manually select the SLA.
- C. You can select multiple registered products in a single ticket.
- D. You can manually assign a maintenance plan.

**Correct Answer: C**

**Section:**

#### **QUESTION 24**

What steps must you take to set up SAP Knowledge Central by NICE as your knowledge base? Note: There are 2 correct answers to this question.

- A. Create a Web service with SAP Knowledge Central by NICE.
- B. Create knowledge base articles in SAP Service Cloud.
- C. Configure the relevant question in scoping.
- D. Create a validation rule.

**Correct Answer: A, C**

**Section:**

#### **QUESTION 25**

What can you do with the add-in for Microsoft Outlook? Note: There are 2 correct answers to this question.

- A. Add a reference to a service contract
- B. Add a reference to an account
- C. Use email as a response to a ticket
- D. Add an account team member



**Correct Answer: A, B**

**Section:**

**QUESTION 26**

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

- A. External pricing
- B. Products
- C. Social media profiles
- D. Accounts

**Correct Answer: D**

**Section:**

**QUESTION 27**

Which of the following objects can be replicated from SAP Service Cloud to SAP Field Service Management?

Note: There are 2 correct answers to this question.

- A. Service contracts
- B. Installed bases
- C. Contacts
- D. Registered products

**Correct Answer: A, B**

**Section:**

**QUESTION 28**

Which data is replicated from SAP Service Cloud to SAP Field Service Management?

- A. Installed base
- B. Registered product
- C. Account hierarchy
- D. Ticket hierarchy

**Correct Answer: A**

**Section:**

**QUESTION 29**

Which steps are recommended to upload data into SAP Service Cloud through the Data Workbench? Note: There are 2 correct answers to this question.

- A. Download the template.
- B. Map the data fields to the data fields offered in the template.
- C. Schedule an MDRO job.
- D. Delete the header with the field names in the template.

**Correct Answer: A, B**

**Section:**





**QUESTION 30**

What do you have to consider when you are using the Data Workbench?

- A. Templates are used to update existing data records.
- B. Using the Data Workbench requires the activation of a scoping item.
- C. Using the Data Workbench requires an additional license.
- D. Additional configuration needs to be defined in the fine-tuning area.

**Correct Answer: B, C**

**Section:**

**QUESTION 31**

What must you consider when you want to upload master data to SAP Service Cloud using templates?

Note: There are 2 correct answers to this question.

- A. Data can be loaded or changed only once.
- B. You'll need to create an initial file based on predefined fields.
- C. You'll need to cleanse the legacy data.
- D. The migration run requires an approval from SAP Cloud Support.

**Correct Answer: B, C**

**Section:**

**QUESTION 32**

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud?

- A. Account
- B. Product
- C. Account hierarchy
- D. Employee

**Correct Answer: A**

**Section:**

**QUESTION 33**

Which function should be enabled in the account master to block the release of external follow-up documents to SAP S/4HANA?

- A. Delivery blocking
- B. Prospect blocking
- C. Sales support blocking
- D. Credit limit check

**Correct Answer: B**

**Section:**

**QUESTION 34**

Which action should an administrator take to get a system bug fixed within SAP Service Cloud?



- A. Implement the provided Hot Fix number.
- B. Create an incident.
- C. Report a ticket.
- D. Send an email to SAP Cloud Support.

**Correct Answer: B**

**Section:**

**QUESTION 35**

Which of the following describes how permissions work in SAP Service Cloud?

- A. Restricted access rights override any unrestricted access you have defined.
- B. Unrestricted access rights override any restrictions you have defined.
- C. If an activity is contained in multiple views and the access rights are contradictory, the system automatically grants no access.
- D. You can decide if the access rights should override any defined restrictions for each view.

**Correct Answer: B**

**Section:**

**QUESTION 36**

Which actions can you take to control custom fields and their values? Note: There are 2 correct answers to this question.

- A. Use restriction rules
- B. Create a code list restriction
- C. Grant access to extension fields for business roles
- D. Grant access to extension fields for business users



**Correct Answer: B, C**

**Section:**

**QUESTION 37**

Which of the following features can you use with the adaptation tool? Note: There are 2 correct answers to this question.

- A. Change field label
- B. Add a new field
- C. Create a new URL mashup
- D. Add a new UI Switch logic

**Correct Answer: A, B**

**Section:**

**QUESTION 38**

Which model can be used for ABAP cloud-native development?

- A. The SAP S/4HANA Cloud Extensibility Model
- B. The ABAP Cloud Development Model

C. ABAP RESTful Application Programming Model

**Correct Answer: C**

**Section:**

**QUESTION 39**

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

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

**Correct Answer: B, D, E**

**Section:**

**QUESTION 40**

Which object can be used in workflow definition and assigned to organizational structures?

- A. Employee
- B. Business user
- C. Business role
- D. Job definition

**Correct Answer: D**

**Section:**

**QUESTION 41**

Which tool should you use to rename the Tickets facet?

- A. Language Adaptation tool
- B. Workflow with a Field Update action type
- C. Page Layout tool
- D. Adaptation tool

**Correct Answer: A**

**Section:**

**QUESTION 42**

Which option can an administrator use to limit the end user's control of the user interface?

- A. Workflow Action: Manual Field update
- B. Disable Personalization
- C. Maintain Page Layout
- D. Code List Restriction



**Correct Answer: B**

**Section:**

**QUESTION 43**

What do you need to create accounts?

Note: There are 2 correct answers to this question.

- A. Access rights
- B. Assignment to an organizational unit
- C. User ID
- D. Business role

**Correct Answer: A, B**

**Section:**

**QUESTION 44**

Which elements can be used to restrict access to views? Note: There are 2 correct answers to this question.

- A. Business roles
- B. Territories
- C. Validation rules
- D. Code list restrictions

**Correct Answer: A, B**

**Section:**

**QUESTION 45**

Which options can you use to limit the population of a single field in the SAP Service Cloud UI? Note: There are 2 correct answers to this question.

- A. Page layout
- B. Code list restriction
- C. Validation rule
- D. Delegation

**Correct Answer: B, C**

**Section:**

