# [Sep-2023 Newly Released C-C4H510-21 Dumps for SAP Certified Application Associate Certified [Q57-Q77



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By passing the SAP C-C4H510-21 certification exam, you can enhance your career prospects in the field of SAP Service Cloud. Certified Application Associate ? SAP Service Cloud 2111 certification demonstrates your proficiency in SAP Service Cloud and can help you stand out in the job market. It also opens up new career opportunities and can lead to higher salaries and better job roles.

SAP C_C4H510_21 certification exam is intended for professionals who are involved in the implementation, customization, and support of SAP Service Cloud solutions. This includes solution architects, consultants, developers, and project managers who work with SAP Service Cloud solutions.

**Q57.** Which actions are required to allow contract management in SAP Service Cloud? Note: There are 2 correct answers to this question.

* Use Fine Tuning to activate Service Contract Management
* Activate Create Contracts in Detail View
* Use Fine Tuning to manage the numeric range for contracts
* Activate Service Contract Management in Scoping

**Q58.** You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?
* SAP Service Cloud
* SAP Analytics Cloud
* SAP ERP
* SAP SuccessFactors

**Q59.** Which fields can be determined by using SLAs? Note: There are 2 correct answers to this question.
* Service level of incoming tickets
* Status
* Service category
* Ticket due date

**Q60.** Which element is needed to determine the due date for the initial ticket response in Service Level Agreements?
* Document types
* Maintenance plan
* Service category
* Priority

**Q61.** 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.
* Installed bases
* Service contracts
* Contacts
* Registered products

**Q62.** Which option do you have to mark a field as mandatory?
* Page layout configuration
* Disable personalization settings
* Maintenance of access restrictions in the business role
* Use Key user tool adaptation

**Q63.** Which of the following actions are necessary to successfully use installed bases in service tickets? Note: There are 2 correct answers to this question.
* At least one service object needs to be assigned.
* A service contract is active.
* A customer needs to be assigned.
* Address mismatches must be corrected first.

**Q64.** In the SAP Service Cloud Ul, which of the following field properties can be controlled in the page layout? Note: There are 2 correct answers to this question.
* Mandatory
* Read-only
* Query
* New field

**Q65.** What can you do with the add-In for Microsoft Outlook? Note: There are 2 correct answers to this question.

* Add an account team member.
* Use e-malis as a response to a ticket.
* Add a reference to an account.
* Add a reference to a service contract.

**Q66.** Which actions are prerequisites to implement registered products? Note: There are 2 correct answers to this question.

* Scope registered products
* Purchase a license for the registered product
* Maintain the installed base
* Maintain number ranges for customers

**Q67.** Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

* Organization
* Service category
* Territory
* Employee
* Account

**Q68.** You have configured the SLAs and their determination rules, but they are not derived in the service ticket. Which of the following can be a reason for that? Note: There are 2 correct answers to this question.

* The determination rules have been configured, but not activated.
* The system background job for SLA determination runs every 30 minutes and has not been executed yet.
* The question related to SLAs must be activated in project scoping.
* A workflow rule has to be scheduled to trigger the determination.

**Q69.** Which options do you have to connect an existing ticket to another ticket? Note: There are 3 correct answers to this question.

* Use the Subticket tabstrip to add a ticket.
* Execute an action for grouping tickets.
* Maintain the ticket hierarchy.
* Select the relevant scoping item.
* Define a multi-step approval process.

**Q70.** You set up an e-mail channel to process incoming tickets and create new customers for unknown senders. Which action should you take if you would rather route unknown senders to a common inbox (Unassociated E-mails)?

* Switch from channel type B2B to B2C.
* Switch from channel direction inbound to outbound.
* Switch from channel type B2C to B2B.
* Switch from channel direction outbound to inbound.

**Q71.** A maintenance plan is created with the condition &#8220;Every 5 weeks&#8221;. Based on this condition, a ticket is created on March 1, but ticket processing is delayed.

Which option should you enable on the ticket template to avoid creation of multiple tickets?

* Consider ticket resolved on date
* Consider contract status
* Consider maintenance plan condition
* Consider delay

**Q72.** Which service objects can you assign to an installed base? Note: There are 2 correct answers to this question.
* Ticket
* Visit
* Maintenance plan
* Contract

**Q73.** Which fields can be determined by using Service Level Agreements? Note: There are 2 correct answers to this question.
* Service category
* Ticket due date
* Status
* Service level of incoming tickets

**Q74.** Which key scoping elements can be defined under the Business Configuration work center in SAP Service Cloud?
* Countries, business processes, integrations
* Countries, data workbench, form templates
* Countries, workflow rules, integrations
* Countries, business processes, business users

**Q75.** Which scoping question allows you to enable automatic ticket creation based on incoming e-mails?
* Do you want to support e-mail channels for corporate accounts?
* Do you want to enable agents to respond to tickets using an external e-mail client?
* Do you want to enable internal memos for tickets?
* Do you want to support e-mail channels for groups?

**Q76.** Which of the following configuration activities are part of SAP Service Cloud? Note: There are 2 correct answers to this
question.
* Set up deals
* Maintenance plan
* Scoping attribute set
* Maintenance measurement and readings

**Q77.** Which tool would you use to create high data volumes in SAP Service Cloud?
* Data Workbench
* Job Manager
* Form Templates
* Mass data maintenance

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