

SAP C_C4H51_2405

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1. Data Management
2. Basic Setup Settings
3. Reporting
4. Managing Clean Core
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6. Customer Support Services
7. Service Objects
8. Service Business Process
9. Channel and Knowledge Base

Topic: 1

Data Management

Question: 1

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

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

Answer: D

Data Management

Question: 2

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

Answer: A, B

Data Management

Question: 3

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

Answer: A

Data Management

Question: 4

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.

Answer: A, B

Data Management

Question: 5

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.

Answer: B, C

Data Management

Question: 6

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.

Answer: B, C

Data Management

Question: 7

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

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

Answer: A

Data Management

Question: 8

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

Answer: B

Topic: 2

Basic Setup Settings

Question: 9

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.

Answer: B

Basic Setup Settings

Question: 10

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

Answer: C, D

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