DUMPSARENA

SAP Certified Application Associate - SAP Service Cloud 1811

SAP C_C4C14_1811

Version Demo

Total Demo Questions: 10

Total Premium Questions: 157

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QUESTION NO: 1

What activities do you perform in the administrator work center to enable a new social media channel? There are 3 correct answers to this question.

A. Select the channel type

B. Set up service level determination for the social media channel

C. Create and schedule social media import run

D. Set up access to social media account

E. Set up ticket routing for the social media channel

ANSWER: A C D

QUESTION NO: 2

Your test tenants have been upgrade. Your production tenants will be upgrade in two weeks. Which activities should you NOT perform during these two weeks in the production tenant? Note: there are 2 correct answer to this question.

A. Apply SDK solution

B. Request new tenants

C. Upload data using the Mass Data Maintenance Tool

D. Create Business Roles

ANSWER: A B

QUESTION NO: 3

Which of the following elements is optional when you configure a service level?

A. alert when overdue

B. Priority ticket

C. type of service

D. Net labor time

ANSWER: A

QUESTION NO: 4

Which of the following element from Customer Care do you select to enable SAP JAM as a knowledge base in SAP Cloud for Customer?

A. Communication for Customer Care

B. Business Performance Management

C. Service and Repair

D. Service Request Management

ANSWER: D

QUESTION NO: 5

Which item types can you use in installed bases? Note: There are 3 correct answers to this question.

A. Warranty

B. Product

C. Registered product

D. Text

E. object

ANSWER: B C D

QUESTION NO: 6

Which of the following functions can you perform using the Language Adaptation tool?

A. Translate work center and view labels

B. Translate all buttons

C. Translate notes entered by a user

D. Translate extension field labels

ANSWER: D

QUESTION NO: 7

Which actions can you perform when you maintain organizational work distribution rules? Note: There are 2 correct answers to this question.

A. Upload

B. Delete

C. Copy

D. Download

ANSWER: A D

QUESTION NO: 8

You release an invoicing-relevant item with processing type Part Consumption from Technician Stock from an SAP Cloud for Customer work ticket to SAP ERP Where are the quantity fields used? Note: There are 2 correct answers to this question.

A. The target quantity is used in the goods movement

B. The target quantity is used in the billing request item

C. The actual quantity is used in the goods movement

D. The actual quantity is used in the billing request item

ANSWER: C D

QUESTION NO: 9

What can you create using a workflow?

A. Activity list

B. Appointment

C. Task

D. Phone call

ANSWER: C

QUESTION NO: 10

What does a Simulate Run action display in maintenance plans?

A. A list of all objects for which a work ticket would be created

B. A success status to indicate if the maintenance plan run was successful

C. The number objects for which a work tickets would be created

D. The top 10 objects for which a work ticket would be created

ANSWER: B

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