SAP C_C4H510_04 STUDY GUIDE PDF

SAP Service Cloud Certification Questions & Answers

Details of the Exam-Syllabus-Questions

C_C4H510_04

SAP Certified Application Associate - SAP Service Cloud 2011

80 Questions Exam – 63% Cut Score – Duration of 180 minutes

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Get an Overview of the C_C4H510_04 Certification:

Who should take the **C_C4H510_04 exam**? This is the first question that comes to a candidate's mind when preparing for the Service Cloud certification. The C_C4H510_04 certification is suitable for candidates who are keen to earn knowledge on the Cloud and grab their SAP Certified Application Associate - SAP Service Cloud 2011. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But C_C4H510_04 study guide PDF is here to solve the problem. C_C4H510_04 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the SAP C_C4H510_04 Certification?

There are several reasons why one should grab the C_C4H510_04 certification.

- The Service Cloud certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **SAP Certified Application Associate - SAP Service Cloud 2011** is a powerful qualification for a prosperous career.

What Is the SAP C_C4H510_04 Service Cloud Certification Exam Structure?

Exam Name	SAP Certified Application Associate - SAP Service Cloud 2011
Exam Code	**C_C4H510_04 » SAP Service Cloud Certification Online Practice Exam**
Level	Associate
Exam Price	$592 (USD)
Duration	180 mins
Number of Questions	80
Passing Score	C_C4H510_04 - 63%
Reference Books	**C4H440**, **C4H510**
Schedule Exam	**SAP Training**
Sample Questions	**SAP Service Cloud Certification Sample Question**
Recommended Practice	**SAP Service Cloud Certification Practice Exam**

Enhance Knowledge with C_C4H510_04 Sample Questions:

Question: 1

What are the necessary steps to create a service catalog?
Please choose the correct answer.

- a) 1. Create service category catalog
  2. Enter general data
  3. Enter catalog structure
- b) 1. Create service category catalog
  2. Define conditions
  3. Activate service category catalog
- c) 1. Create service category catalog
  2. Enter general data
  3. Enter operating hours
- d) 1. Create service category catalog
  2. Enter operating hours
  3. Activate service category catalog

Answer: a

Question: 2

When should a maintenance plan for a registered product with schedule type Absolute be created?

Please choose the correct answer.

- a) You want to check on the usage limit at 12 months.
- b) You want to check on the usage limit at 15 000 km or 12 months.
- c) You want to regularly check on the usage limit and plan for additional maintenance activities.
- d) You want to check on the usage limit at 3000 km.

Answer: c

Question: 3

Which elements control the predefined access rights for system access?

Please choose the correct answer.

- a) Support and technical users
- b) Business users
- c) Employees
- d) Business roles

Answer: d

Question: 4

What mandatory activities do you have to perform in the Administrator work center to enable a new social media channel?

There are 2 correct answers to this question.

- a) Select a channel type.
- b) Create and schedule a social media import run.
- c) Set up ticket routing rules.
- d) Set up service level determination.

Answer: a, b

Question: 5

What configuration setting can be done to implement Analytics in SAP Service Cloud?

Please choose the correct answer.

a) Assign reports to work centers / business roles.
b) Activate custom data source creation.
c) Implement an embedded report in the Administrator work center.
d) Create a data mashup.

Answer: a

Question: 6

Which of the following topics are supported in SAP Service Cloud?

There are 2 correct answers to this question.

a) SAP Knowledge Central by MindTouch
b) E-Mail Response Management
c) Interactive scripting
d) BRFplus

Answer: a, b

Question: 7

What steps do you perform to change the layout for all users?

Please choose the correct answer.

a) Start Adaptation mode and change the master layout.
b) Start Adaptation mode and change the page layout.
c) Start Personalization mode and change the master layout.
d) Start Personalization mode and change the page layout.

Answer: a

Question: 8

You are preparing the implementation project and will set up system access for the implementation partner. What is the first action you should take?

Please choose the correct answer.

   a) Create a new Service Agent.
   b) Create a new Employee.
   c) Create a new Business User.
   d) Create a new Business Partner.

Answer: a

Question: 9

Which types of products are used in SAP Service Cloud?

There are 2 correct answers to this question.

   a) Material
   b) Service
   c) Service ticket
   d) Skills

Answer: a, b

Question: 10

You want to prevent the completion of a main ticket when a sub-ticket is still open. Which of the following options is suitable for this scenario?

Please choose the correct answer.

   a) Ticket routing rule
   b) Scoping question
   c) Notification
   d) Fine-tuning activity

Answer: b

What Study Guide Works Best in Acing the SAP C_C4H510_04 Service Cloud Certification?

The C_C4H510_04 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Service Cloud exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the SAP C_C4H510_04 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the SAP C_C4H510_04 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, C_C4H510_04 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven C_C4H510_04 Practice Test for Success!!!

Do you want to pass the C_C4H510_04 exam on your first attempt? Stop worrying; we, ERPPrep.com are here to provide you the best experience during your Service Cloud preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **C_C4H510_04 practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.