



SAP

C_C4C14_1811 Exam

**SAP Certified Application Associate - SAP Service Cloud 1811
Exam**

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Version: 1.0

Question: 1

When using data migration template for the initial load, which activities are parts of the migration process? Note: There are 3 correct answers to this question.

- A. Realign territory data
- B. Upload data from the template file
- C. Align data fields with input fields
- D. Find and fix errors in the data file
- E. Export data to local file

Answer: A D E

Question: 2

Which of the following prepackaged mashups exist for SAP Cloud for Customer? Note: There are 2 correct answers to this question.

- A. Google maps
- B. Whatsapp
- C. Mindtouch
- D. Hotmail

Answer: A C

Question: 3

What can you do to give the business user access to the Territory Management work center?

- A. Assign the employee to the organizational structure
- B. Assign the business user to a territory
- C. Create a new business role with the work center and assign it to the business user
- D. Use business scoping for the authorization of Territory Management

Answer: B

Question: 4

How can you create a ticket from an active maintenance plan? Note: There are 2 correct answers to this question.

- A. Automatically using a MDRO

- B. Manually using the Trigger Manual Run option
- C. Automatically using a background job
- D. Automatically using a scheduled workflow

Answer: A B

Question: 5

In which of the following ways can a service technician record and manage actual work? Note: There are 2 correct answers to this question.

- A. Automatically on creation of a time report
- B. Manually using the time entry screen
- C. Manually using the service entry screen
- D. Automatically using start/stop buttons

Answer: A D

Question: 6

What can you use to hide a single value of Q Key user tool (KUT)

- A. Access rights
- B. Code lists restrictions
- C. Personalization
- D. value field?

Answer: B

Question: 7

When a scheduling condition is evaluated for a maintenance plan, what entity is it based on?

- A. Maintenance product measurement reading
- B. Maintenance item counter reading
- C. Maintenance item serial number
- D. Maintenance product quantity value

Answer: B

Question: 8

Which of the following tasks can you perform using the fine tuning activity for service processing during business configuration?

Note: There are 2 correct answers to this question

- A. Disable the profanity check for outbound responses
- B. Assign tickets to the last processor
- C. Create or delete custom channels
- D. Manage business tasks for employee support

Answer: C D

Question: 9

Which of the following data formats is used for authentication in SAP Employee Central Service Center?

- A. OpcnID2.0
- B. SAML
- C. SPNEGO
- D. X509

Answer: B

Question: 10

A user is assigned two work centers that contain the same view. In the first work center, the user has read only access. Which access rights does the user get for this view in both work center?

- A. Unrestricted read and write access
- B. Unrestricted read access and restricted write access
- C. Restricted read and write access
- D. Restricted read access and unrestricted write access

Answer: B

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