SAP

C_C4H510_04 Exam

Certified Application Associate - SAP Service Cloud



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Version: 4.0

Question: 1
Which service objects can you assign to an installed base? Note: There are 2 correct answers to this question.
A. Ticket
B. Visit C. Maintenance plan D. Contract
Answer: A, D
Question: 2
Which objects can be used within ticket creation to automatically determine the registered product?
A. Installed Base B. Installation Point
C. Warranty D. Product
Answer: D
Question: 3
Which of the following actions are necessary to successfully use installed bases in service tickets? Note: There are 2 correct answers to this question.
A. At least one service object needs to be assigned.
B. A service contract is active.C. A customer needs to be assigned.
D. Address mismatches must be corrected first.
Answer: A, C
Question: 4

Question 4: Which of the following elements needs to be activated in the scoping? Note: There are 2 correct answers to this question.

- A. Service Contract Management
- B. Registered Products and Installed Bases
- C. Sales Contact
- D. Service Notification

Question: 5

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

- A. Scope registered products
- B. Purchase a license for the registered product
- C. Maintain the installed base
- D. Maintain number ranges for customers

Answer: A, D

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