

T estpassport Q&A



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Exam : **C_C4H510_04**

Title : SAP Certified Application
Associate - SAP Service
Cloud 2011

Version : DEMO

1.Which actions can be taken to see the restriction rules in access restrictions? Note: There are 3 correct answers to this question.

- A. Set the access rights to edit.
- B. Set the read and write access to restricted.
- C. Set the read access to restricted.
- D. Set the access rights to display.
- E. Set the write access to restricted.

Answer: B,C,E

2.Which tools can you use to dispatch a service technician to an open demand ticket? Note: There are 3 correct answers to this question.

- A. FSM
- B. Time recording
- C. Manual Routing
- D. MRS
- E. Activity Planner

Answer: B,D,E

3.Which of these objects are NOT associated with SAP Jam groups?

- A. Products
- B. Sales orders
- C. Opportunities
- D. Tickets

Answer: B

4.Which fields can be determined by using SLAs? Note: There are 2 correct answers to this question.

- A. Service level of incoming tickets
- B. Status
- C. Service category
- D. Ticket due date

Answer: B,D

5.Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

- A. Customer
- B. Product
- C. Contract
- D. Installed base

Answer: A,B