

Exam Code: C_C4H51_2405

**Exam Name | SAP Certified Associate - Implementation Consultant - SAP
Service Cloud**

Total No. of Questions: 80

Passing Percentage: 65%

Exam Duration: 180 Minutes.



Question 1

Which of the following apply to scoping and fine-tuning? Note: There are 2 correct answers to this question.

- A. The activity list is automatically generated by the system based on your scoping decisions.
- B. Fine-tuning is the process of generating the activity list by answering questions about which business processes will be implemented.
- C. Scoping is a prerequisite to enable users to export reports to Microsoft Excel.
- D. Scoping is the process of matching your individual business requirements to predefined solution capabilities.

Answer A D

Question 2

What steps must you take to set up SAP Knowledge Central by NICE as your knowledge base?

Note: There are 2 correct answers to this question.

- A. Create a Web service with SAP Knowledge Central by NICE.
- B. Create knowledge base articles in SAP Service Cloud.
- C. Configure the relevant question in scoping.
- D. Create a validation rule.

Answer A 2

Question 3

Which tool should you use to rename the Tickets facet?

- A. Language Adaptation tool
- B. Workflow with a Field Update action type
- C. Page Layout tool
- D. Adaptation tool

Answer A

Question 4

Which tools can you use to create new accounts in SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Data Workbench
- B. Workflow rules
- C. Mass Change Account Data
- D. Manual migration

Answer A C

Question 5

Which actions are necessary to use installed bases in service tickets?

Note: There are 2 correct answers to this question.

- A. A customer needs to be assigned to the installed base.
- B. The installed base must be set to active status.
- C. An active service contract must be added to the installed base.
- D. At least one registered product must be assigned to the installed base.

Answer B D

