

# SAP

## C\_C4H51\_2405

**SAP Certified Associate - Implementation Consultant - SAP Service Cloud**

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9. Channel and Knowledge Base

**Topic: 1**

**Data Management**

## Question: 1

Which data is replicated unidirectionally from SAP Service Cloud to SAP CRM?

- A. External pricing
- B. Products
- C. Social media profiles
- D. Accounts

**Answer: D**

**Data Management**

## Question: 2

Which of the following objects can be replicated from SAP Service Cloud to SAP Field Service Management?

Note: There are 2 correct answers to this question.

- A. Service contracts
- B. Installed bases
- C. Contacts
- D. Registered products

**Answer: A, B**

**Data Management**

## Question: 3

Which data is replicated from SAP Service Cloud to SAP Field Service Management?

- A. Installed base
- B. Registered product
- C. Account hierarchy
- D. Ticket hierarchy

**Answer: A**

**Data Management**

**Question: 4**

Which steps are recommended to upload data into SAP Service Cloud through the Data Workbench?

Note: There are 2 correct answers to this question.

- A. Download the template.
- B. Map the data fields to the data fields offered in the template.
- C. Schedule an MDRO job.
- D. Delete the header with the field names in the template.

**Answer: A, B**

**Data Management**

**Question: 5**

What do you have to consider when you are using the Data Workbench?

- A. Templates are used to update existing data records.
- B. Using the Data Workbench requires the activation of a scoping item.
- C. Using the Data Workbench requires an additional license.
- D. Additional configuration needs to be defined in the fine-tuning area.

**Answer: B, C**

**Data Management**

**Question: 6**

What must you consider when you want to upload master data to SAP Service Cloud using templates?

Note: There are 2 correct answers to this question.

- A. Data can be loaded or changed only once.

- B. You'll need to create an initial file based on predefined fields.
- C. You'll need to cleanse the legacy data.
- D. The migration run requires an approval from SAP Cloud Support.

**Answer: B, C**

**Data Management**

**Question: 7**

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud?

- A. Account
- B. Product
- C. Account hierarchy
- D. Employee

**Answer: A**

**Data Management**

**Question: 8**

Which function should be enabled in the account master to block the release of external follow-up documents to SAP S/4HANA?

- A. Delivery blocking
- B. Prospect blocking
- C. Sales support blocking
- D. Credit limit check

**Answer: B**

**Topic: 2**

**Basic Setup Settings**

**Question: 9**

Which action should an administrator take to get a system bug fixed within SAP Service Cloud?

- A. Implement the provided Hot Fix number.
- B. Create an incident.
- C. Report a ticket.
- D. Send an email to SAP Cloud Support.

**Answer: B**

**Basic Setup Settings**

**Question: 10**

Which elements are used to calculate the due dates defined in service level agreements (SLAs)?

Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Service contract
- C. Operating hours
- D. Working calendar

**Answer: C, D**

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