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Exam : **C_C4H51_2405**

Title : SAP Certified Associate -
Implementation Consultant -
SAP Service Cloud

Version : DEMO

1.What can you do to give employees easy access to a centralized repository of information that would help with ticket resolution?

- A. Create and assign a survey to a ticket
- B. Configure a response template
- C. Integrate an external knowledge base
- D. Set up a knowledge base for service contracts

Answer: C

2.Which settings can you control for the email channel setup? Note: There are 3 correct answers to this question.

- A. Ticket type
- B. Channel direction
- C. Notification type
- D. Mashup service
- E. Channel type

Answer: B C E

3.Which object is mandatory to integrate emails in tickets?

- A. Service organization
- B. Branding template
- C. Document type
- D. Service level agreement

Answer: C

4.Which steps do you need to automatically create a service ticket when an email comes in? Note: There are 3 correct answers to this question.

- A. Set scoping questions and outgoing email details in fine-tuning.
- B. Create an email template for responses.
- C. Create an account with the email address of the customer.
- D. Configure the email address in the communication channel.
- E. Set up service categories and service catalogs.

Answer: A D E

5.Which of the following actions are needed to link incoming emails to a ticket? Note: There are 2 correct answers to this question.

- A. Activate the scoping item Function Locations
- B. Activate the scoping item "Do you want to support email channels for corporate accounts?"
- C. Maintain an email address
- D. Activate the Messaging Service communication channel

Answer: B D