SAP

C_C4H51_2405 Exam

SAP Certified Associate - Implementation Consultant - SAP Service Cloud

Questions & Answers
Demo

Version: 4.0

Question: 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

Question: 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

Question: 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

Question: 4

ExamsLand provides 100% free SAP C_C4H51_2405 practice questions and answers in pdf. Instant access.

Page 3

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 ques-tions 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

Question: 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

Thank You For Trying C_C4H51_2405 PDF Demo

To try our C_C4H51_2405 Premium Files visit link below:

https://examsland.com/latest-exam-questions/C_C4H51_2405/

Start Your C_C4H51_2405 Preparation

Use Coupon EL25 for extra 25% discount on the purchase of Practice Test Software.