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**Vendor:**SAP

**Exam Code:**C\_C4H410\_21

**Exam Name:**SAP Certified Application Associate -  
SAP Sales Cloud 2111

**Version:**Demo

### QUESTION 1

What is the purpose of Data Workbench? Note: There are 3 correct Answers to this question.

- A. Update
- B. Simulate
- C. Extract
- D. Export
- E. Import

Correct Answer: ADE

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### QUESTION 2

When using Data Workbench for the initial load, which of the following activities are steps in the migration process? Note: There are 2 correct Answers to this question.

- A. Request a new test tenant.
- B. Align data fields with input fields.
- C. Import data from the template file.
- D. Activate the data migration functionality in scoping.

Correct Answer: BC

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### QUESTION 3

Which activities must you perform to enable retrieval of messages from a social media channel? Note: There are 2 correct Answers to this question.

- A. Create and schedule a social media import run.
- B. Import social media user profiles.
- C. Invite accounts to connect.
- D. Set up access to your social media account.

Correct Answer: AD

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### QUESTION 4

What is the difference between a business user and an employee? Note: There are 2 correct Answers to this question.

- A. Business users can be created using the data migration template.
- B. Business users can be assigned access rights and business roles.
- C. Business users can be assigned to a sales team in an account.
- D. Employees need to be assigned directly to the organizational structure.

Correct Answer: BD

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#### **QUESTION 5**

You need to change the settings for the lead aging notification. What do you have to do? Please choose the correct answer.

- A. Use the business configuration work center to modify the number of days of the notification expiration.
- B. Use the Sales work center to trigger the time of the notification.
- C. Use the Application and User Management work center to assign users to the notification.
- D. Use the Administrator work center to set up priorities for the notification.

Correct Answer: A

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#### **QUESTION 6**

You need to configure sales phases during fine-tuning, but the activity is in read-only mode. What is the reason for this?

- A. The fine-tuning activity is NOT assigned to the user.
- B. The fine-tuning activity is NOT added to the project.
- C. The fine-tuning activity is NOT open for configuration.
- D. The fine-tuning activity has already been configured.

Correct Answer: B

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#### **QUESTION 7**

Which views can you use to see the visit planner screen? Note: There are 2 correct Answers to this question.

- A. Map view
- B. Timeline view
- C. Table view
- D. Tile view

Correct Answer: AC

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**QUESTION 8**

For which of the following business objects is external pricing supported? Note: There are 2 correct answers to this question.

- A. Orders
- B. Activities
- C. Quotes
- D. Leads

Correct Answer: AC

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**QUESTION 9**

How do you do mass upload routing rules for visits? Note; There are 2 correct Answers to this question.

- A. Upload an Excel file manually.
- B. Use asynchronous Web services.
- C. Use an OData service.
- D. Use scoping.

Correct Answer: AC

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**QUESTION 10**

For which of the following reasons would you create a business role? There are 3 correct answers to this question.

- A. You want to set up a service agent for an administrator.
- B. You want to restrict drop-down list values for a specific group of users.
- C. You want to make custom reports available on the home page.
- D. You want to standardize system access.
- E. You want to perform fine-tuning activities.

Correct Answer: ABD

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**QUESTION 11**

Where can you maintain settings to notify a salesperson about aging leads?

- A. Scoping
- B. Fine tuning
- C. Extensibility
- D. Personalization

Correct Answer: B

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#### **QUESTION 12**

Your customer defines a person who is responsible for checking every SAP Hybris Cloud for Customer upgrade. Upgrade notification need to be send via e-mail to this person. Which of the following steps must you perform in SAP Hybris Cloud for Customer to set this up? Please choose the correct answer.

- A. Define the contact person in the Service Control Center.
- B. Define a new service agent.
- C. Define the contact person in the Administration work center.
- D. Update the contact details in your organization structure.

Correct Answer: A