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SAP C_C4H410_21 Exam Syllabus Topics:

Topic Details Topic 1- Identify fine-tuning timeline and dependencies in the context of the overall implementation- Sales Planning and Forecasting Topic 2- Perform tasks associated with the maintenance of employees- Set up territory hierarchy and configure rules for territory determination Topic 3- Set up sales target plans using various dimensions and create- Sales Contracts Quotation and Sales Order Management Topic 4- Set up a notification process and configure conditions and actions for workflows- Personalization and Extensibility Topic 5- Leverage MS Excel with SAP Sales Cloud reports- et up quotation functions, such as, quotation creation Topic 6- Set up contract as follow-on from preceeding document- Identify tasks to configure and administer SAP Sales Cloud Topic 7- Set up lead distribution and aging notifications; also set up opportunity functions- User Management and Notification Process Topic 8- Set up activity planning and visit execution with surveys and tasks- Create a document flow, gather pricing determination

NEW QUESTION 51

What is a workflow rule used for? There are 2 correct answers to this question.

- * To set up automatic e-mail notifications
- * To define and activate rules for automatic field updates
- * To set up the organizational work distribution
- * To define and activate an approval process

NEW QUESTION 52

Which of the following are characteristics of free goods usage in SAP Sales Cloud? Note: There are 3 correct Answers to this question.

- * Items are read-only in the sales document.
- * Inclusive determinations are allowed.
- * Exclusive determinations are allowed.
- * Items are editable in the sales document.
- * Free goods determination is triggered by credit check.

NEW QUESTION 53

You need to create a mashup on the account overview that will allow you to open a search engine in a new window. What kind of mashup do you create?

- * Web service
- * Data
- * HTML
- * URL

NEW QUESTION 54

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

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

NEW QUESTION 55

Which of the following activities can you perform with the SAP add-in for Microsoft Excel? There are 2 correct answers to this question.

- * Insert SAP Cloud for Customer reports into Microsoft Excel spreadsheet
- * Upload Microsoft Excel workbooks to SAP Cloud for Customer
- * Share SAP Cloud for Customer report data using Object Linking and Embedding (OLE)
- * Publish Microsoft Excel workbooks to Microsoft Sharepoint from SAP Cloud for Customer

NEW QUESTION 56

During sales order sim-ulation, what are the possible pricing statuses that can be returned? Note: There are 2 correct Answers to this question.

- * Calculated successfully
- * Calculation rejected
- * Not calculated
- * Calculation simulated

NEW QUESTION 57

Which of the following are features of territory determination? Note; There are 2 correct Answers to this question.

- * An SAP Sales Cloud user can be assigned to more than one territory.
- * A realignment run must occur to use the territory override feature.
- * Business documents can be assigned to more than one territory.
- * Accounts can be assigned to more than one territory.

NEW QUESTION 58

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

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

NEW QUESTION 59

When managing the system lifecycle of active tenants in the Service Control Center, what options does an administrator have? Note: There are 2 correct Answers to this question.

- * Accept termination.
- * Copy solution profile.
- * Terminate restore point.
- * Cancel transport route.

NEW QUESTION 60

You have enabled offline pricing for SAP Sales Cloud. What price entry field is available for order item entry in the SAP Sales Cloud mobile app?

- * Freight Price
- * Negotiated Price
- * Gross Price
- * Estimated Price

NEW QUESTION 61

Which characteristics apply to the SAP customer factsheet? Note: There are 2 correct Answers to this question.

- * Editing can be performed directly in the factsheet.
- * Data is displayed in PDF format.
- * Connection with the Web service in SAP ERP or SAP CRM is invoked.
- * A VPN connection is required.

NEW QUESTION 62

Which options do you have when you create an activity plan? Note; There are 2 correct Answers to this question.

- * Define workflow rules for the activity plan.
- * Define the validity of the activity plan.
- * Define whether tasks are mandatory.
- * Define route planning for visit execution.

NEW QUESTION 63

To which of the following are hotfixes applied?

- * To an individual customer tenant only
- * To a set of tenants
- * To production tenants only
- * To test tenants only

NEW QUESTION 64

Which assignment options are available when creating a new base price list? Note: There are 2 correct Answers to this question.

- * Scales
- * Discounts
- * Validity
- * Sales team

NEW QUESTION 65

Which of the following actions are required to use Data Workbench successfully? Note: There are 3 correct Answers to this question.

- * Provide import data.
- * Map input fields with data fields.
- * Purchase additional licenses for Data Workbench.
- * Download the relevant import template.
- * Change the template structure.

NEW QUESTION 66

Which of the following activities do you perform when you create an interactive dashboard? Note: There are 3 correct Answers to this question.

- * Select report variants.
- * Identify new key figures for dashboard analysis.
- * Assign the dashboard to a sales organization.
- * Define chart interaction.
- * Define access by business role.

NEW QUESTION 67

How can you give a business user access to a work center view? There are 2 correct answers to this question.

- * Copy the access rights from a business user who already has access to the work center view
- * Assign the business user to the territory structure
- * Use business scoping to activate the work center containing the view
- * Create a business role that has access to the work center view and assign it to the business user

NEW QUESTION 68

What you can use to map the complex organizational structure of a large account in SAP Hybris Cloud for Customer? Please choose the correct answer.

* Account Hierarchy

- * Territory Hierarchy
- * Product Hierarchy
- * Organizational Structure

NEW QUESTION 69

How can you set the lead qualification levels in SAP Sales Cloud? Note: There are 2 correct Answers to this question.

- * Manually maintained
- * Based on lead status
- * Based on surveys
- * Based on product lists

NEW QUESTION 70

What must you do to allow your customer to add product images to sales quote print forms?

- * Activate the scoping element.
- * Configure the fine-tuning activity.
- * Enable adaptation and adjust the sales quote.
- * Upload all images into the library.

NEW QUESTION 71

Which of the following steps are required when you set up a custom report that you want to make available for end users? Note: There are 2 correct Answers to this question.

- * Create a key figure.
- * Create a KPI.
- * Choose a data source.
- * Assign the report to a work center view.

NEW QUESTION 72

Which data is synchronized bi-directionally between SAP Sales Cloud and SAP CRM on premise? Note: There are 2 correct Answers to this question.

- * Contacts
- * Pricing
- * Promotions
- * Leads

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