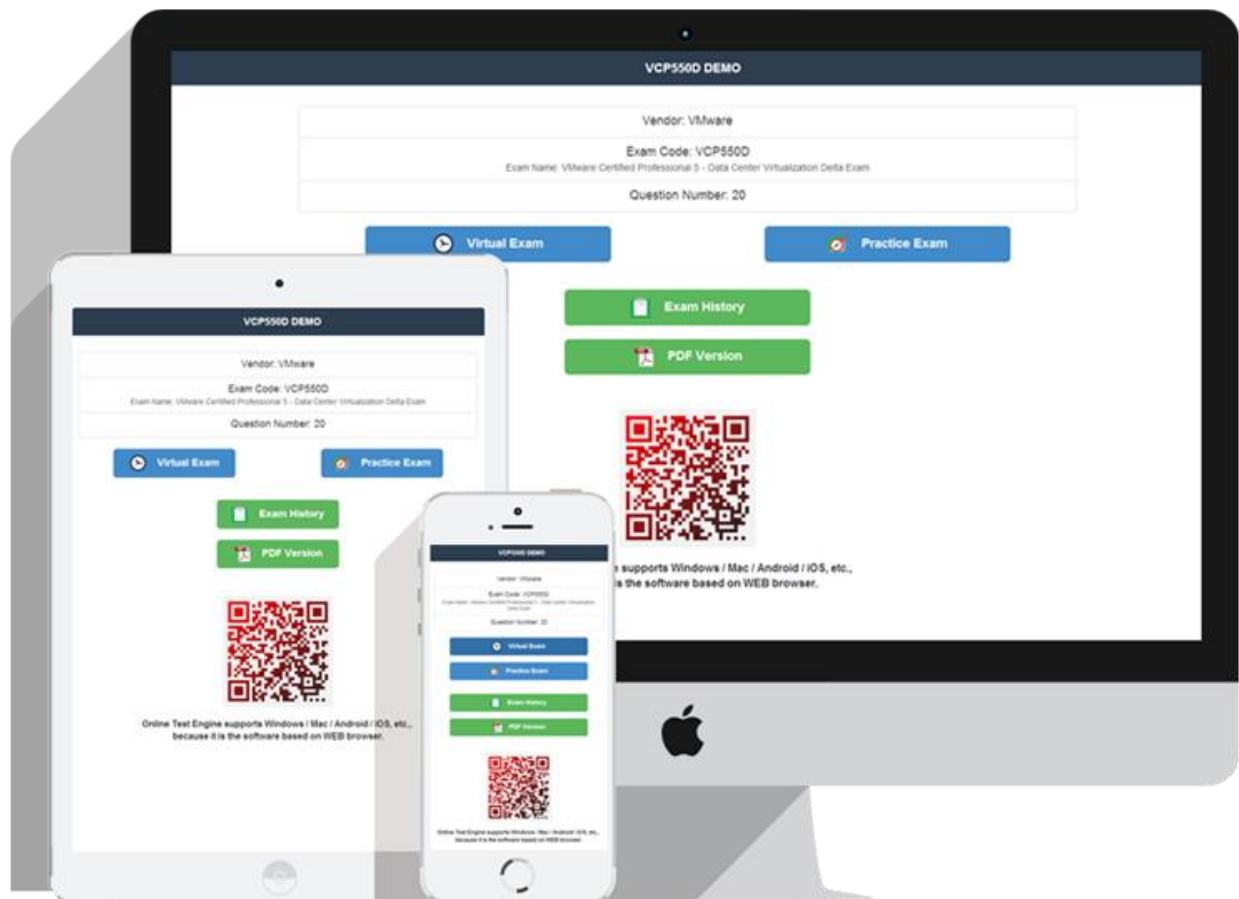


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**Exam** : **C-C4H410-21**

**Title** : Certified Application Associate  
- SAP Sales Cloud 2111

**Vendor** : SAP

**Version** : DEMO

**NO.1** Which of the following activities do you perform when you create an interactive dashboard?

Note: There are 3 correct Answers to this question.

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

**Answer:** B,C,D

**NO.2** How do you do mass upload routing rules for visits? Note; There are 2 correct Answers to this question.

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

**Answer:** A,B

**NO.3** What is a workflow rule used for? There are 2 correct answers to this question.

- A. To set up automatic e-mail notifications
- B. To define and activate rules for automatic field updates
- C. To define and activate an approval process
- D. To set up the organizational work distribution

**Answer:** B,C

**NO.4** Which views can you use to see the visit planner screen? Note: There are 2 correct Answers to this question.

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

**Answer:** B,D

**NO.5** What is the parameter on which sales team determination is based?

- A. Territory
- B. Follow-up opportunity
- C. Party role
- D. Primary contact person

**Answer:** C

**NO.6** Which of the following are social channels that can be utilized in SAP Sales Cloud? Note: There are 3 correct Answers to this question.

- A. Instagram
- B. YouTube

- C. TikTok
- D. WeChat
- E. LinkedIn

**Answer:** A,B,D

**NO.7** Based on which opportunity attributes can you create a sales forecast? There are 2 correct answers to this question.

- A. Total Contract Value
- B. Expected Revenue
- C. Negotiated Value
- D. Weighted Revenue

**Answer:** B,C

**NO.8** How can you set the lead qualification levels in SAP Sales Cloud? Note: There are 2 correct Answers to this question.

- A. Manually maintained
- B. Based on product lists
- C. Based on surveys
- D. Based on lead status

**Answer:** A,D

**NO.9** You integrated Microsoft Outlook with SAP Hybris Cloud for Customer. Which of the following activities can you perform after the integration? There are 2 correct answers to this question.

- A. Create opportunities
- B. Synchronize and exchange appointments
- C. Synchronize and exchange leads
- D. Create and access contacts

**Answer:** B,D

**NO.10** Which of the following business objects can be used in a default approval process? Note: There are 2 correct Answers to this question.

- A. Sales quote
- B. Visit
- C. Ticket
- D. Appointment

**Answer:** C,D