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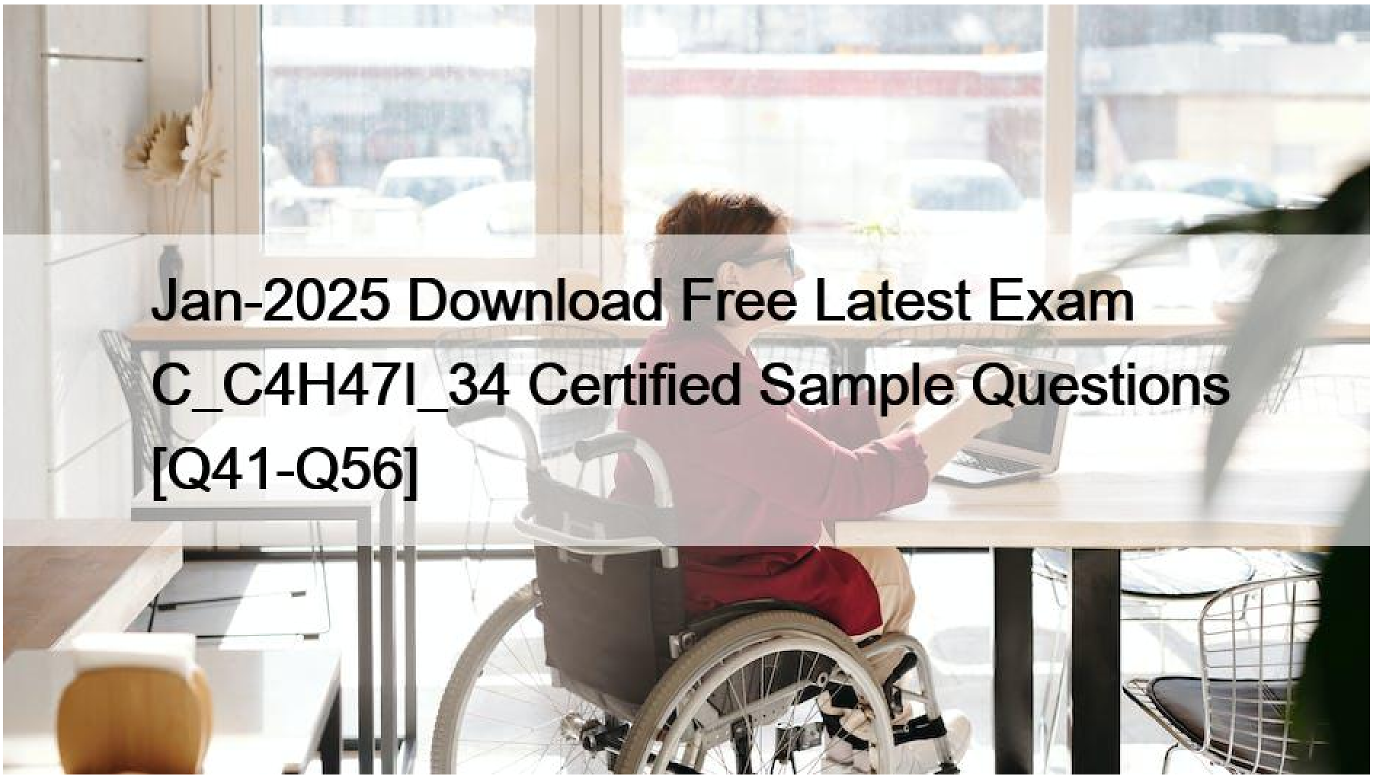

Jan-2025 Download Free Latest Exam C_C4H47I_34 Certified Sample Questions Prepare for your exam certification with our C_C4H47I_34 Certified SAP Q41. As a Sales Manager for Best Run Bikes, you now require all of the Sales Representatives to schedule a meeting with the customer while qualifying an Opportunity when the deal size is more than 50,000 USD.

How will you achieve this using Playbook? Note: There are 2correctanswers to this question.
* Configure a rule for Expected Value
* Configure a rule for Negotiated Value
* Configure an Activity of type Appoint me
* Configure a mandatory Activity of type

Playbook is a feature that helps you guide your sales team through the sales process by providing them with best practices, tips, and tasks for each sales stage. You can create and assign Playbooks to Opportunities based on certain rules and conditions. To achieve your requirement, you need to do the following steps:

* Configure a rule for Expected Value that checks if the deal size is more than 50,000 USD. This will trigger the Playbook assignment when the condition is met.

* Configure an Activity of type Appoint me that instructs the Sales Representative to schedule a meeting with the customer. This will be one of the tasks in the Playbook that the Sales Representative needs to complete.

* Optionally, you can also configure the Activity of type Appoint me as mandatory, which means that the Sales Representative cannot move to the next sales stage until the task is done. References = Playbook, Creating Playbooks, Assigning Playbooks to

Opportunities

Q42. When performing mobile administration, what setting should an Administrator configure in order to change the arrangement of fields that should appear in every contact card on the Contacts page?
* Contact list
* Account list
* Contact header
* Account header
The contact header is the setting that determines the fields that are displayed in every contact card on the Contacts page of the SAP Sales Cloud Mobile App. The contact header can be configured by the administrator in the Business Configuration work center, under the Fine-Tune activity Mobile Administration. The administrator can select the fields that should be shown in the contact header from a predefined list of fields, and also define the order of the fields. The contact header configuration applies to all users of the mobileapp. References = SAP Sales Cloud Mobile App | SAP Help Portal, Mobile Administration – SAP Learning

Q43. Best Run Bikes would like to apply their own Branding theme and background images to SAP Sales Cloud Version 2.As an Administrator, which of the following settings can you configure for addressing this request?

Note: There are 2correctanswers to this question.
* Custom Layout
* Home Page
* Branding
* Company Settings
As an Administrator, you can configure the Branding and Company Settings to apply your own theme and background images to SAP Sales Cloud Version 2. The Branding feature allows you to customize the logo, color scheme, and font of the user interface. The Company Settings feature allows you to upload your own background image or choose from a predefined set of images. References = Set Up Guide for SAP Service Cloud Version 2, page 25-26; Set Up Guide for SAP Service Cloud Version 2 | SAP Help Portal, section 5.1 and 5.2.

Q44. Best Run Bikes wants to maintain a reason for all the Sales Quotes that are either won or lost.As a Administrator, which configuration can you use to achieve this?
* Configure a new Sales Cycle.
* Configure a Reason for Status.
* Configure a Source for the Opportunity.
* Configure a custom Status for the Opportunity.
A reason for status is a configuration that allows administrators to define a list of possible reasons for changing the status of a sales quote. For example, a reason for status could be “Competitor Price”, “Customer Budget”, or “Delivery Time”. By configuring a reason for status, administrators can enable sales representatives to select a reason when they update the status of a sales quote to either won or lost. This way, Best Run Bikes can maintain a reason for all the sales quotes that are either won or lost, and use this information for reporting and analysis purposes. References = SAP Service Cloud Version 2 | SAP Help Portal (page 17), Configuring Sales Quotes – SAP Learning (page 3)

Q45. The customer you are currently supporting has recently bought the license for SAP Sales Cloud Version

2.How can you help them start the procedure for the system provisioning?
* By raising a Support Ticket
* By asking for support from product development
* By requesting admin access to their tenant
* By following the Onboarding Guide on the SAP Help Portal
You can help the customer start the procedure for the system provisioning by following the Onboarding Guide on the SAP Help Portal. The Onboarding Guide provides a step-by-step checklist for activating the tenant, configuring the settings, and accessing the

solution. The guide also explains how to use the Data Import Tool, the SAP for Me portal, and the SAP Support Launchpad1 You cannot help the customer start the procedure for the system provisioning by raising a Support Ticket, asking for support from product development, or requesting admin access to their tenant. These options are not relevant or necessary for the system provisioning process23 References = 1: SAP Service Cloud Version 2 Onboarding Guide 2: SAP Sales Cloud and SAP Service Cloud v2 Onboarding Resource Center 3: Identifying Provisioning Services Operations : SAP Service Cloud Version

2 Set Up Guide

Q46. As an Administrator, which of the following Interaction filters can display as part of Customer Insights for Accounts? Note: There are 3correctanswers to this question.
* Chats
* Phone Calls
* Sales Quotes
* Opportunities
* Emails
Customer Insights for Accounts is a feature that allows you to view and analyze the interactions and activities of your customers across different channels and systems. As an Administrator, you can configure the interaction filters that display as part of Customer Insights for Accounts. The available interaction filters are:

Chats, Phone Calls, Emails, Surveys, and Tickets. Sales Quotes and Opportunities are not interaction filters, but they are part of the Account Metrics that show the sales performance of your customers. References = SAP Service Cloud Version 2 | SAP Help Portal, In Version 2, Configure Customer Insights by defining personalized key … – SAP Community

Q47. Best Run Bikes want to tag Leads using a dedicated filterable and searchable field called “Early Adopters”, and automatically notify the Sales Manager about it.As an Administrator, what features can you use for addressing this requirement? Note: There are 3correctanswers to this question.
* Validation Rule
* Field Attributes
* Determination Rule
* Auto flow Rule
* Extension Field
To tag Leads using a dedicated filterable and searchable field called “Early Adopters”, and automatically notify the Sales Manager about it, you need to use the following features:

* Extension Field: You can create a custom field called “Early Adopters” in the Lead object and set its data type as Boolean. This will allow you to mark the Leads that belong to this category and filter or search them easily.

* Auto flow Rule: You can create a rule that triggers when a Lead is created or updated, and checks the value of the “Early Adopters” field. If the value is true, you can use an action to send an email notification to the Sales Manager with the Lead details.

* Field Attributes: You can configure the visibility and editability of the “Early Adopters” field for different user roles. For example, you can make it visible and editable only for the Lead Owner and the Sales Manager, and hide it from other users.

References = You can find more information about these features in the following resources:

* Solution Guide for SAP Service Cloud Version 2, pages 19-20, 28-29, 34-35

* SAP Service Cloud Version 2 – openSAP Microlearning, videos “Creating Extension Fields” and

“Creating Auto flow Rules”

Q48. Digital Sales Engagement for Business Users is a capability that combines several new features that can provide great benefits to Sales Representatives, Distributor Sales Representatives and Sales Managers. Which of the following are part of this capability in SAP Sales Cloud Version 2? Note: There are 2 correctanswers to this question.
* Pipeline Manager
* Leads nurturing, Sales Activities and Email Templates
* Digital Selling Workspace
* Forecast Tracker

Digital Sales Engagement for Business Users is a capability that combines several new features that can provide great benefits to Sales Representatives, Distributor Sales Representatives and Sales Managers. These features include:

* Pipeline Manager: This feature allows you to check the overall health of your pipeline, and uncover opportunities in need of immediate attention1.

* Digital Selling Workspace: This feature allows you to set up an optimal user-centric workspace to access to all your tasks and sales tools2.

The other options are not part of this capability. Leads nurturing, Sales Activities and Email Templates are features of Digital Sales Engagement for Marketing Users3. Forecast Tracker is a feature of Pipeline Management and Forecasting4. References = 1: SAP Sales Cloud Version 2 Features | SAP Help Portal 2: Engage Your Prospects and Improve Lead Conversion with Digital Sales Engagement in SAP Sales Cloud Version 2 – Webcast 3: SAP Sales Cloud Version 2 – Deep Dive Part 2 – SAP Learning 4: SAP Sales Cloud Version 2 | SAP Help Portal

Q49. As a Sales Manager, you want to create a Playbook for Opportunities. Which of the following activity types can you create? Note: There are 3 correctanswers to this question.
* Survey
* Appointment
* Call List
* Email
* Update Field

A Playbook for Opportunities is a set of activities that guide sales representatives to progress their opportunities through the sales cycle. A Playbook can be configured by a Sales Manager using the fine-tuning activity Configure Playbooks for Opportunities. In this activity, a Sales Manager can create different Playbooks for different scenarios, such as industry, product, or revenue. Each Playbook can have one or more activity types, which are the tasks that sales representatives need to complete for each opportunity. The activity types that can be created for a Playbook are:

* Appointment: This activity type allows sales representatives to schedule a meeting with the customer, such as a demo, presentation, or negotiation. The appointment can be created in the calendar of the sales representative and the customer, and can be synced with Microsoft Outlook or Google Calendar.

* Email: This activity type allows sales representatives to send an email to the customer, such as a follow-up, proposal, or quotation. The email can be composed using predefined templates or custom text, and can be tracked for open and click rates.

* Update Field: This activity type allows sales representatives to update a field in the opportunity, such as the sales phase, probability, or expected close date. The update field activity can help sales representatives to keep their opportunities up to date and accurate.

* Survey: This activity type is not available for Playbooks for Opportunities. Surveys are used to collect feedback from customers or

prospects, and can be created using the fine-tuning activity Configure Surveys. Surveys can be sent to customers or prospects via email, SMS, or web link, and can be analyzed using the Survey Dashboard app.

* Call List: This activity type is not available for Playbooks for Opportunities. Call Lists are used to

* manage outbound calls to customers or prospects, and can be created using the fine-tuning activity Configure Call Lists. Call Lists can help sales representatives to prioritize and track their calls, and can be integrated with SAP Contact Center or third-party telephony systems.

References = Using Guided Selling to Work with Opportunities, Enhance Sales Effectiveness with Guided Selling in SAP Sales Cloud Version 2 – Webcast

Q50. How are mobile application synchronization issues resolved?
* Administrator generates synchronization log
* Business user generates device log
* Administrator generates device log
* Business user generates synchronization log

Mobile application synchronization issues are resolved by generating a device log from the mobile device of the business user. The device log contains information about the device, the application, and the synchronization process. The device log can be sent to the administrator or the support team for further analysis and troubleshooting. The device log can be generated by tapping the Generate Device Log button in the About screen of the mobile application. References = Defining Offline Settings for Applications – SAP Mobile Services …

Q51. Which of the following are valid Functions that can be assigned to Organizational Units? Note: There are

3correctanswers to this question.
* Distribution Channel
* Sales Office
* Division
* Sales Organization
* Company

Functions are attributes that describe the role of an organizational unit in the organizational structure. They can be used to determine the responsible organizational unit for a business transaction or activity. Functions can also be used to filter and group organizational units in reports and queries. Some of the predefined functions in SAP Service Cloud Version 2 are:

* Distribution Channel: This function represents the path through which goods and services reach the customer. It can be structured regionally or according to products. A distribution channel can be assigned to one or more sales organizations.

* Sales Office: This function represents a local sales unit within a sales organization. It can be used to differentiate between different sales regions or areas. A sales office can be assigned to one or more sales groups.

* Division: This function represents a grouping of the products or services to be sold. It can be used to segment the market according to product lines or customer groups. A division can be assigned to one or more sales organizations.

These functions can be assigned to organizational units in SAP Service Cloud Version 2 by using the Organizational Management work center. There, you can create or edit an organizational unit and select the functions from the drop-down list in the General tab. You can also assign more than one function to an organizational unit, for example, a sales office and a sales group.

References = Organizational Unit, Describing and Displaying the Organizational Structure, Explain the Organizational Structures

Q52. Which of the following are the standard out-of-the-box forecast Categories for Opportunities in SAP Sales Cloud Version 2? Note: There are 3 correctanswers to this question.
* Expected
* Pipeline
* Committed
* Forecasted
* Best Case
The standard out-of-the-box forecast categories for Opportunities in SAP Sales Cloud Version 2 include Expected, Pipeline, and Committed. These categories are used to classify the opportunities based on their likelihood of closing, which helps in sales forecasting

https://help.sap.com/docs/SAP_CLOUD_FOR_CUSTOMER/24765b551a014b779b95c7b07d8e9079/98d8f276b

Q53. Which of the following features can be used to create scripts for Call Lists?
* Phone Call
* Playbook
* Task
* Survey
Surveys are the feature that can be used to create scripts for Call Lists in SAP Sales Cloud Version 2. Surveys are predefined questions that can be associated with a Call List to capture required data when conversing with participants. Surveys can be created and managed in the Surveys work center, and then added to a Call List by the sales manager. Sales reps can access the surveys in the Live Activity Center during phone calls and submit the results. The results can be viewed in the participant’s timeline view. References = Use Call Scripts in Call Lists – SAP Online Help, Solution Guide for SAP Sales Cloud Version 2 | SAP Help Portal

Q54. As a Sales Manager for Best Run Bikes, you want to standardise a set of activities performed for various sales phases of the Opportunity. Which SAP Sales Cloud V2 feature will help you achieve this?
* Digital Selling Workspace
* Dynamic Playbook
* Machine Learning
* Activity Manager
Dynamic Playbook is a feature in SAP Sales Cloud Version 2 that allows sales managers todefine a set of actions and best practices for each stage of the opportunity lifecycle. It helps sales representatives to follow a consistent and effective sales process, and provides them with contextual guidance, embedded insights, and engagement-based recommendations. Dynamic Playbook also enables sales managers to monitor the progress and performance of their teams and identify strategic deals. References = Getting Familiar with SAP Sales Cloud Version 2, Introducing SAP Sales Cloud Version 2, Enhance Sales Effectiveness with Guided Selling in SAP Sales Cloud Version 2 – Webcast

Q55. As a Sales Representative, you are using Kanban view in Guided Selling. When can you move Opportunities from one sales phase to another using drag-n-drop feature?
* When there is a green check mark beside the Opportunity.
* When there is a blue check mark beside the Opportunity.
* When there is a yellow check mark beside the Opportunity.
* When there is a red check mark beside the Opportunity.
According to the SAP Service Cloud Version 2 User Guide1, Kanban view is a visual representation of the sales pipeline that shows the Opportunities grouped by sales phases. You can use the drag-n-drop feature to move Opportunities from one sales phase to another, as long as the Opportunity has a blue check mark beside it. This indicates that the Opportunity meets the minimum criteria for the target sales phase. If the Opportunity has a green check mark, it means that it exceeds the minimum criteria. If the Opportunity has a yellow check mark, it means that it is missing some mandatory fields. If the Opportunity has a red check mark, it means that it does not meet the minimum criteria. Therefore, the correct answer is B. References = SAP Service Cloud Version 2

User Guide, page 67.

Q56. Which of the following steps are part of call list configuration? Note: There are 3correctanswers to this question.
* The administrator creates call list categories.
* The sales manager creates copies of call lists.
* The sales manager creates call lists.
* The administrator creates call lists.
* The sales manager creates call list categories.

Call list configuration is a process that enables sales representatives to manage outbound calls to customers or prospects using SAP Service Cloud Version 2. Call list configuration involves the following steps:

* The administrator creates call list categories: Call list categories are used to group call lists based on different criteria, such as product, industry, or region. The administrator can create call list categories using the fine-tuning activity Configure Call List Categories. In this activity, the administrator can define the name, description, and color of each call list category, and assign them to business roles or organizational units.

* The sales manager creates call lists: Call lists are used to store the details of the customers or prospects that need to be contacted by sales representatives. The sales manager can create call lists using the app Call Lists. In this app, the sales manager can enter the name, description, and category of the call list, and add accounts or contacts to the call list. The sales manager can also assign the call list to a sales representative or a team, and set the start and end dates for the call list.

* The sales manager creates call list categories: Call list categories are also used to filter the accounts or contacts that can be added to a call list. The sales manager can create call list categories using the app Call List Categories. In this app, the sales manager can define the name, description, and color of each call list category, and specify the conditions that the accounts or contacts must meet to be included in the call list category. For example, the sales manager can create a call list category for customers who have purchased a certain product in the last six months.

* The administrator creates call lists: This step is not part of call list configuration. The administrator does not create call lists, but only configures the call list categories and the integration with SAP Contact Center or third-party telephony systems.

* The sales manager creates copies of call lists: This step is not part of call list configuration. The sales manager does not create copies of call lists, but only creates new call lists or edits existing call lists.

References = Configure Call Lists, Configure Call List Categories, Call Lists, Call List Categories