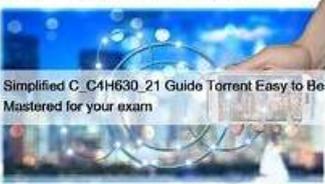


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SAP C_C4H630_21 SAP Certified Development Associate - SAP Customer Data Platform



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SAP C_C4H630_21 Exam Syllabus Topics:

Topic	Describe
Topic 1	<ul style="list-style-type: none"> Understand the available customer search interfaces: API Understand how to check performance in analytics and group structures using SAP Customer Data Platform
Topic 2	<ul style="list-style-type: none"> Understand how to configure the various available application scenarios and all events Understand the data alias scenarios when applying SAP Customer Data Platform
Topic 3	<ul style="list-style-type: none"> Understand how the set of pre-configure scenarios can be applied SAP Customer Data Platform Overview and Capabilities
Topic 4	<ul style="list-style-type: none"> Understand the available Profile and Activity Streams and how to customize them by adding new attributes How to add new business events according to the recommended scenario guidelines and directions
Topic 5	<ul style="list-style-type: none"> Understand the admin console tools and functionality in order to give access to SAP Customer Data Platform options How to use interfaces to fetch customer data down stream out of SAP Customer Data Platform
Topic 6	<ul style="list-style-type: none"> Understand how data governance work in SAP Customer Data Platform Define new attribute identifiers per each of the profile types

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Salesforce Field-Service-Consultant certification exam is intended for professionals who are involved in designing, configuring, and implementing field service solutions for their organizations. Salesforce Certified Field Service Consultant certification exam is especially relevant for those working in industries such as manufacturing, telecommunications, healthcare, and utilities, where field service management is a critical aspect of their operations.

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Salesforce Certified Field Service Consultant Sample Questions (Q126-Q131):

NEW QUESTION # 126

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose 2 answers

- A. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B. Create the work skills using Setup. Manually assign the skills to Service Resources.
- C. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- D. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

Answer: B,D

NEW QUESTION # 127

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose TWO answers

- A. Create a new Service Appointment on the original Work Order.
- B. Create a new Work Order and Service Appointment.
- C. Reschedule the Work Order for the new date.
- D. Reschedule the Service Appointment for the new date.

Answer: A,D

Explanation:

Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit.

The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

NEW QUESTION # 128

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when

viewing the record.

How should this issue be resolved?

- **A. Create a separate entitlement process associated to the work order object.**
- B. Make sure the case entitlement record is being shared with the service resource.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Add work order milestones after the case milestones to the entitlement process.

Answer: A

Explanation:

An entitlement process is a timeline that shows every step and milestone involved in delivering support to a customer. To use milestones on work orders, a separate entitlement process associated to the work order object must be created and activated. Modifying the user's profile, updating public group membership, or assigning a Field Service Mobile License to the user would not enable milestones on work orders. References:

https://help.salesforce.com/s/articleView?id=sf.entitlements_process_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.entitlements_process_create.htm&type=5

NEW QUESTION # 129

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- **A. Create a crew with two technicians**
- B. Create a work rule with two required skills
- C. Create a two-service crew

Answer: A

Explanation:

Explanation

This option should be recommended to meet this requirement, as it allows creating a service resource that represents a group of technicians who work together on the same service appointment. References:

https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

NEW QUESTION # 130

A customer wants to import the previous 10 years of customer purchase data in their Marketing Cloud account. Through discovery, it is determined there are over 200 million records they plan to upload via the REST API, and this volume will continue to grow as the current purchase data is added.

Which two questions should be asked for further discovery?

Choose 2 answers

- A. What time of day are the API calls made?
- **B. Why do they require 10 years of historical data in Marketing Cloud?**
- C. Does their License include the Large Data Extensions feature?
- **D. How many API calls are included in their License?**

Answer: B,D

NEW QUESTION # 131

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