SAP

C_C4HCX_24

Solution Architect
for Customer Experience

SAP

Exam C_C4HCX_24

SAP Certified Application Associate-Solution Architect for Customer Experience

Version: 3.0

[Total Questions: 80]

Question No : 1

Which of the following are key features of SAP Customer Identity and Access Management within the scope of B2C?Note: There are 2 correct Answers to this question.

A. Identity management
B. Organizational management
C. Authorization management
D. Access management

Answer: A,D

Question No : 2

What are some of the machine learning capabilities in SAP Service Cloud?Note: There are 2 correct Answers to this question.

A. Warranty determination
B. Customer identification
C. Machine translation
D. Ticket categorization

Answer: B,D

Question No : 3

You are performing the "Assess your integration strategy" step of the SAP Integration Solution Advisory Methodology.Which of the following activities are included?Note: There are 2 correct Answers to this question

A. Scope the integration domains
B. Complete the SAP Integration Solution Advisory Methodology template
C. Scope the integration use case patterns
D. Map integration technologies.

Answer: A,C

Question No : 4

Which dev space types are offered by SAP Business Application Studio?Note: There are 3 correct Answers to this question.

A. SAP ABAP
B. Full-stack cloud application
C. SAP Fiori
D. SAP Workflow
E. SAP HANA native application

Answer: B,C,E

Question No : 5

You notice message processing has failed in your SAP Cloud Integration tenant and the error text suggests the issue is related to inbound message payload.What actions would you perform in the SAP Cloud Integration Operations view?

A. Choose the Manage Integration Content tile, select the iFlow in question, set the log level to trace, and request that the consumer resend the message
B. Choose the All Integrations Flows - Completed Messages tile, find the message in question, and inspect the log for errors
C. Choose the Connectivity Tests tile, go to the TLS tab, and send a test request to the target system.
D. Choose the All Integration Flows - Retry Messages tile, find the failed message, and restart the message processi•ng

Answer: A

Question No : 6

You want to deploy a new SAP Commerce Cloud storefront using the Cloud Portal.Which of the following are prerequisites for success?Note: There are 3 correct Answers to this question.

A. The product master data has already been loaded into SAP Commerce Cloud
B. The security settings are configured in the Cloud Portal.
C. The code is working properly locally and it has been pushed to the Git repository.
D. The Git repository has been configured in the Cloud Portal.
E. The images for the storefront are available in the Cloud Portal.

Answer: B,C,D

Question No : 7

Where can an end user subscribe/unsubscribe from newsletters or notifications as a self-service?

A. Consent statements
B. Data flow
C. Consent vault
D. Preference center

Answer: D

Question No : 8

What is CTI integration used for?

A. Integration with a communication management system
B. Integration with government systems
C. Integration with Microsoft Outlook
D. Integration with social networks

Answer: A

Question No : 9

Which of the following are key B2C accelerator features available for SAP Commerce Cloud? Note: There are 3 correct Answers to this question.

A. Payment mock
B. Quick orders
C. Pickup in store
D. Future stock availability
E. Replenishment

Answer: A,B,C

Question No : 10

Which of the following best describes Tactics in SAP Emarsys Customer Engagement?

A. Tactics are spend management marketing plans.
B. Tactics are program execution results.
C. Tactics are KPis available in Smart Insight dashboards.
D. Tactics are pre-built automation programs to achieve a specific goal.

Answer: D

Question No : 11

As an analytics administrator you want to adapt reports in SAP Sales Cloud and SAP Service Cloud using standard functionality.What options are available to you?Note: There are 3 correct Answers to this question.

A. Create a custom key figure.
B. Create a data source.
C. Design a report view.
D. Run real-time queries to external databases.
E. Design an SAP HANA view.

Answer: A,B,C

Question No : 12

Which of the following SAP AI Business Services can be used to extend SAP applications? Note: There are 3 correct Answers to this question.

A. Service Ticket Intelligence
B. Document Information Extraction
C. Data Attribute Recommendation
D. Alert Notification
E. Mobile Services

Answer: A,B,C

Question No : 13

You are responsible for business process monitoring in SAP Commerce Cloud.Which business critical process disruptions can be monitored using the standard service flow? Note: There are 2 correct Answers to this question.

A. Storefront not available
B. Database blocking or connection issues
C. Add to cart slowness or failure
D. Search functionality not available

Answer: C,D

Question No : 14

What can you do with SAP Event Mesh?Note: There are 2 correct Answers to this question.

A. Enable synchronous point-to-pointintegration.
B. Increase flexibility and scalability with the loose coupling provided
C. Integrate and extend SAP back ends and business applications inside and beyond the SAP ecosystem.
D. Run prepackaged integration flows for A2A communication.

Answer: A,B

Question No : 15

Which functions are available in the Automation Center feature in SAP Emarsys Customer Engagement?Note: There are 2 correct Answers to this question.

A. Lifecycle campaigns for large contact lists
B. Building activities and event-driven journeys
C. Immediate reactions to customer behavior
D. Multilevel ad hoc programs

Answer: A,B

Question No : 16

You want to enhance a specific standard business context in SAP Marketing Cloud.Which in-app features are available for enhancements?Note: There are 2 correct Answers to this question.

A. Create custom logic to enhance SAP standard logic.
B. Create a new UI as an SAP Fiori app.
C. Add custom fields to the SAP standard fields.
D. Append a new structure into an SAP standard table.

Answer: A,C

Question No : 17

For which of the following e-mail programs does SAP Sales Cloud offer add-ins to enable the groupware integration features?Note: There are 3 correct Answers to this question.

A. Yahoo Mail
B. Microsoft Outlook
C. Mozilla Thunderbird
D. IBM Lotus Notes
E. Gmail

Answer: B,D,E

Question No : 18

Which of the following end-to-end processes are an integral part of the Intelligent Enterprise and are therefore selected as front-runner scenarios by SAP?Note: There are 3 correct Answers to this question.

A. Recruit to retire
B. Source to pay
C. Lead to cash
D. Plan to produce
E. Request to resolve

Answer: A,B,C

Question No : 19

What are some out-of-the-boxarchitectural features of project "Spartacus"? Note: There are 3 correct Answers to this question.

A. Registration
B. Routing
C. Orders
D. Localization
E. Site context

Answer: A,C,E

Question No : 20

Which of the following are characteristics of SAP Master Data Integration? Note: There are 2 correct Answers to this question.

A. Create a harmonized view of master data across all applications
B. Ensure high quality of master data across all applications
C. Improve trust level of master data
D. Centralize master data distribution

Answer: A,D

Question No : 21

You need to make some enhancements in your project.What are some of the extensibility options available to you? Note: There are 2 correct Answers to this question.

A. SAP Cloud Applications Studio
B. Custom ABAP programs
C. Key user tools
D. SAP HANA views

Answer: A,C

Question No : 22

Which of the following are possibilities to extend SAP applications via a provided interface? Note: There are 2 correct Answers to this question.

A. In-system extensibility
B. In-app extensibility
C. Core extensibility
D. Side-by-side extensibility

Answer: B,D

Question No : 23

You are viewing event logs in SAP Commerce Cloud portal.Which types of log can be shown?Note: There are 3 correct Answers to this question.

A. Shipping status logs
B. Deployments logs
C. Blob storage logs
D. Cloud integration logs
E. Apache Tomcat logs

Answer: B,C,E

Question No : 24

You want to implement a side-by-side extension for an SAP solution. To access the business objects in the SAP solution, you are exploring the application programming interfaces (APis).Which of the following are possible operations to use in the API?Note: There are 2 correct Answers to this question

A. Get
B. Create
C. Close
D. Validate

Answer: A,B