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Exam : **C_C4H47I_34**

Title : SAP Certified Application
Associate - SAP Sales Cloud
Version 2

Vendor : SAP

Version : DEMO

NO.1 Which options are provided for grouping your aggregated totals when configuring KPI Definitions in SAP Sales Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Cumulative Sum Across Forecast Categories
- B. Cumulative Sum by Expected Value
- C. Sum by Forecast Category
- D. Sum by Expected Value

Answer: A C

Explanation:

When configuring KPI Definitions in SAP Sales Cloud Version 2, you can group your aggregated totals by different dimensions, such as forecast category, expected value, sales unit, sales employee, etc. You can also choose to display the cumulative sum across forecast categories, which shows the total amount of all forecast categories up to the selected one. For example, if you select the forecast category "Commit", the cumulative sum will include the amounts from "Closed Won", "Best Case", and "Commit". Alternatively, you can choose to display the sum by forecast category, which shows the amount of each forecast category separately. For example, if you select the forecast category "Commit", the sum will only include the amount from "Commit". References = SAP Sales Cloud Version 2 Solution Guide, page 72-73; Sales Cloud KPIs - Visits Conversion Rate to Opportunities

NO.2 What feature of SAP Sales Cloud V2 provides Sales Representative with predictive insights?

- A. Workspace
- B. Guided Selling
- C. Dynamic Playbook
- D. Machine Learning

Answer: D

Explanation:

The feature of SAP Sales Cloud V2 that provides sales representatives with predictive insights is Machine Learning. Machine learning is a subset of artificial intelligence that enables systems to learn from data and improve their performance without explicit programming. SAP Sales Cloud V2 leverages machine learning to provide intelligent sales predictions, such as propensity to close, lead scoring, sentiment analysis, and next best actions. These predictions help sales representatives to prioritize their activities, focus on the most promising opportunities, and engage with customers more effectively. References = SAP Sales Cloud | Sales Automation and Customer Experience Software, Introducing SAP Sales Cloud Version 2 - openSAP Microlearning

NO.3 As a Sales Representative, you want to share Workspaces using MS Teams. Which objects can you share with Workspaces? Note: There are 2 correct answers to this question.

- A. Sales Quotes
- B. Appointments
- C. Tasks
- D. Leads

Answer: A D

Explanation:

Workspaces are collaborative spaces where you can share and discuss objects from SAP Service Cloud

Version 2 with your team members using Microsoft Teams. You can share the following objects with Workspaces: Sales Quotes, Leads, Opportunities, Accounts, Contacts, Activities, and Tickets. Appointments and Tasks are not shareable objects with Workspaces. References = Workspaces, Collaborate with Microsoft Teams

NO.4 What are the key use cases for MS Teams integration in SAP Sales Cloud Version 2? Note:

There are 3 correct answers to this question.

- A.** Share Workspaces and Deal Rooms
- B.** Share Library
- C.** Create Tasks with MS Teams collaboration
- D.** Create Appointments with MS Teams collaboration
- E.** Make outbound calls

Answer: A D E

Explanation:

MS Teams integration in SAP Sales Cloud Version 2 enables the following use cases:

- * Share Workspaces and Deal Rooms: You can create and share Teams and Channels to collaborate with your colleagues and customers on sales opportunities and deals. You can also access the SAP Sales Cloud context information from the Teams app.
 - * Create Appointments with MS Teams collaboration: You can create SAP Sales Cloud appointments and visits with MS Teams as a collaboration channel. You can also access the SAP Sales Cloud application and reference objects from the side panel during the Teams meeting.
 - * Make outbound calls: You can set MS Teams as the default channel for outbound calls from SAP Sales Cloud. You can also see the call details and outcomes in the SAP Sales Cloud activity timeline.
- References = Microsoft Teams Integration in SAP Cloud for Customer, Scope and Configure section; SAP Sales and Service Cloud V2 - Integration with Microsoft Teams, Integration Features section; Improve SAP seller productivity with Microsoft Teams and Power Platform, Enable Teams for SAP Sales Cloud section.

NO.5 You are an administrator of SAP Sales Cloud Version 2. What tool do you use to configure the system within the tenant?

- A.** The Administration Console
- B.** The SAP For Me Portal
- C.** The Business Configuration
- D.** Scoping Elements

Answer: C

Explanation:

The Business Configuration is the tool that allows you to adapt the SAP Sales Cloud Version 2 solution to your business needs. It consists of two main working areas: Scoping and Fine Tuning. Scoping is where you activate and deactivate features, and Fine Tuning is where you control how the activated features behave in detail. The Business Configuration is accessed from the Administration Console, which is the central entry point for all administrative tasks in SAP Sales Cloud Version 2. References = SAP Sales Cloud Version 2 | SAP Help Portal, Set Up Guide for SAP Sales Cloud Version 2 - SAP Online Help, Understanding the Business Configuration Concept - SAP Learning

NO.6 Which is a valid assignment of pricing components in SAP Sales Cloud Version 2?

- A. A condition type is assigned to a condition table.
- B. An access sequence is assigned to a condition type.
- C. A condition table is assigned to a pricing procedure.
- D. A pricing procedure is assigned to an access sequence.

Answer: B

Explanation:

An access sequence is a search strategy that determines how the system finds valid condition records for a condition type. A condition type is a pricing element that defines the characteristics of a price, discount, surcharge, or tax. A condition type can be assigned to one or more access sequences, but an access sequence can only be assigned to one condition type. Therefore, option B is the correct answer. References = Setting up Pricing, SAP Sales Cloud Version 2 Features

NO.7 What work center must a Sales Representative access to view the data visualizations produced by Relationship Intelligence?

- A. Guided Selling
- B. My Network
- C. Activity Manager
- D. Playbooks

Answer: B

Explanation:

Relationship Intelligence is a feature of SAP Sales Cloud Version 2 that provides insights into the level of engagement with external customers and the strength of relationships within the organization. To access Relationship Intelligence, a Sales Representative must use the My Network work center view, where they can see the relationship summary for all accounts and contacts in a single view, as well as the Hugrank, which indicates the relationship strength based on email and calendar activities. The My Network work center view also allows the Sales Representative to follow relationship recommendations, such as trending and fading accounts, and request warm introductions from colleagues who have stronger relationships with the contacts. References = Setting up Relationship Intelligence, Relationship Intelligence, Relationship Intelligence | SAP Help Portal, Relationship Intelligence - SAP Sales Cloud

NO.8 Best Run Bikes wants to display an important KPI in the Account Overview. This KPI has to be taken from an external solution via a dedicated API. Which of the following settings can you configure to display the required KPI?

- A. Key Metrics
- B. Integration
- C. Analytics
- D. Customer 360

Answer: A

Explanation:

Key Metrics is a feature of Customer Insights that allows you to define personalized key performance indicators (KPIs) for your customers. You can use Key Metrics to display important information from external sources via a dedicated API. For example, you can show the customer's credit score, loyalty status, or satisfaction level. You can also configure the chart type, color, and threshold for each

metric. References = In Version 2, Configure Customer Insights by defining personalized Key Metrics, Customer 360 - Customer Insights (Sales)