



# C\_C4HCX\_04<sup>Q&As</sup>

SAP Certified Application Associate - Solution Architect for CX

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### QUESTION 1

Which of the following business outcomes are supported by the design-to-operate end to end process? Note: There are 3 correct answers to this question.

- A. Increase domestic on-time delivery.
- B. Meet revenue goals with clearly documented and validated product requirements.
- C. Decrease accident frequency by monitoring safety measures for people and assets.
- D. Procure components to build subassemblies.
- E. Manage and track inbound delivery.

Correct Answer: ABC

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### QUESTION 2

Your sales organization has requested a solution to optimize sales productivity during car travel including: Voice controlled tasks list and customer visit documentation via voice. Proactive information about customer issues. Which of the following BTP offerings are recommended to extend SAP Sales Cloud to implement this solution?

- A. SAP Conversational AI
- B. SAP Data Quality Management
- C. SAP BTP, Kyma runtime
- D. Service Ticket Intelligence

Correct Answer: A

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### QUESTION 3

Which of the following is a feature of SAP Master Data Integration?

- A. Data consolidation
- B. Data distribution
- C. Central data governance
- D. Data quality management

Correct Answer: B

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### QUESTION 4



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Which component type list is part of the IdentitySync data flow?

- A. Readers, Search, Mapping, Writers, Deleters
- B. Readers, Lookups, Transformers, Writers, Deleters
- C. Getters, Search, Mapping, Setters, Deleters
- D. Getters, Lookups, Transformers, Setters, Deleters

Correct Answer: B

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#### QUESTION 5

You want to personalize 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 custom DataSource.
- C. Customize a report view.
- D. Create an SAP HANA view.
- E. Run real time queries to external databases.

Correct Answer: ABC

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