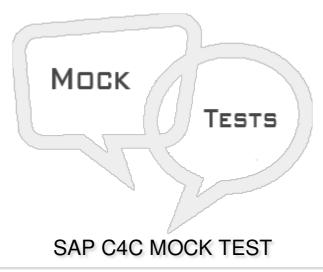# SAP C4C MOCK TEST

This section presents you various set of Mock Tests related to **SAP C4C**. You can download these sample mock tests at your local machine and solve offline at your convenience. Every mock test is supplied with a mock test key to let you verify the final score and grade yourself.

SAP C4C MOCK TEST

Q 1 - While defining Service Levels, alert when overdue option allows to send an alert to service agent?

A - True

B - False

Q 2 - While defining business roles, which of the following option enables you to assign a particular version of a UI to the business role, and in turn, to the users to whom the business role is assigned?

A - Access Restrictions

B - UI Switches

C - Fields and Actions

D - General

Q 3 - Which of the following option is used to route the tickets to particular teams or agent queues?

A - Service Level

B - Service Categories

C - Business Role

D - Work Distribution

Q 4 - When a ticket status has been changed you can configure a notification to user, this comes under?

A - Business Roles

B - Work Flow

C - Work Distribution

D - All of the above

Q 5 - Which of the following doesn't come under rule type in defining new Work Flow?

A - Notification

B - Email

C - Messaging

D - Action

E - Status Update

Q 6 - Price master data for Pricing is maintained in Products work center?

A - True

B - False

Q 7 - Which of the following comes under Sales Cycle?

A - Sales Order

B - Sales Quotes

C - Sales Lead

D - All of the above

Q 8 - Which of the following in C4C is used to offer products to customers as per specific terms and fixed conditions?

A - Terms and Condition

B - Sales Quotes

C - Service agreement

D - RFX

Q 9 - Sales order is generated when a customer accepts a sales quote?

A - True

B - False

Q 10 - Which of the following Work Center is used to create a Sales Order?

A - Marketing

B - Business Work Center

C - Sales

D - Administration

E - Business Partner

Q 11 - Which of the following allows stores to provide their customer with personalized shopping experience by suggesting recommended products check out options?

A - C4C for Sales

B - C4C for Marketing

C - C4C for Retail

D - C4C for Business Partners

Q 12 - Which of the following option under SAP C4C Retail, maintain the shopping lists a customer has in his account?

A - Marketing Permissions

B - Marketing Interactions

C - Shopping Lists

D - None of these

Q 13 - Which of the following Work Center under SAP C4C is used to perform integration activities to ERP system?

A - Business Central

B - Administration

C - Business Partner

D - Organization Management

ANSWER SHEET

Question Number	Answer Key

1	A
2	B
3	D
4	B
5	E
6	A
7	D
8	B
9	A
10	C
11	C
12	C
13	B