

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

SAP Certified Application Associate - Solution Architect for CX

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## QUESTION 1

What types of availability reports can you access in the Cloud Portal? Note: There are 2 correct answers to this question.

- A. Site availability
- B. Product content hub site availability
- C. User access availability
- D. Web content site availability

Correct Answer: AD

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## QUESTION 2

What is the main benefit of the solution finder capability?

- A. It allows you to benefit from an existing knowledge source within the ticketing process.
- B. It allows you to benefit from an existing knowledge source during the quotation.
- C. It enables automatic solving within the ticketing process.
- D. It automatically updates both the ticket and the quotation with details of the solution.

Correct Answer: A

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## QUESTION 3

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

Correct Answer: ABC

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## QUESTION 4

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

question.

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

Correct Answer: AD

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## QUESTION 5

In which level of the SAP BTP account structure does the business user access services and applications?

- A. Org member
- B. Service account
- C. Subaccount
- D. Global account

Correct Answer: C

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