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**QUESTION 1**

You are defining how to use SAP Sales Cloud and SAP Service Cloud in a series of workshops using the SAP Activate methodology. In which phase of SAP Activate methodology are you most likely to be?

- A. Explore
- B. Prepare
- C. Deploy
- D. Realize

Correct Answer: A

QUESTION 2

What is CTI integration used for?

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

Correct Answer: C

QUESTION 3

Which of the following file formats are supported by IdentitySync? Note: There are 3 correct answers to this question.

- A. ZIP
- B. DSV
- C. JSON
- D. IMPEX
- E. IDOC

Correct Answer: ABC

QUESTION 4

What can you do in the SAP Commerce Cloud portal?



- A. Build, deploy and publish new Web extensions to the users.
- B. Manage common operational tasks such as user management, and access to application logs.
- C. Create Web contents, promotions, and coupons to be launched in the Web store.
- D. Customize the e-commerce storefront.

Correct Answer: A

QUESTION 5

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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