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**Exam** : **C\_C4H620\_34**

**Title** : SAP Certified Application  
Associate - SAP Customer Data  
Cloud

**Vendor** : SAP

**Version** : DEMO

**NO.1** You are creating a new dataflow with three components: Component ID: account/Component type:

datasource.read.gigya.account.Component ID: sftp / Component type: datasource.write.sftp.

Component ID:

json/Component type: file format.json.When you click the Save button, you get the error message shown in the screenshot below.What can you change to make the dataflow execute successfully?

- A.** Change the configuration of the account component
- B.** Change the order of the components: account -> json -> sftp
- C.** Use connector type "Error path" instead of "Success path".
- D.** Change the configuration of the sftp component

**Answer:** B

Explanation:

To make the dataflow execute successfully, you need to change the order of the components to:account -> json -> sftp.

\* Change the order of components:

\* Theaccountcomponent reads data from SAP Customer Data Cloud.

\* Thejsoncomponent formats the data into JSON.

\* Thesftpcomponent writes the formatted JSON data to an SFTP server.

Correctly ordering the components ensures the data is processed and transformed correctly before being exported.

References

\* SAP Customer Data Cloud Dataflow Configuration Documentation

**NO.2** You are using SAP Enterprise Consent and Preference Management without SAP Customer Identity. Which API call do you need to use to collect the consent?

- A.** accounts.login
- B.** accounts.initRegistration
- C.** accounts.notifyLogin
- D.** accounts.setPolicies

**Answer:** C

Explanation:

When using SAP Enterprise Consent and Preference Management (ECPM) without SAP Customer Identity, you need to use a specific API call to collect the user's consent. Theaccounts.notifyLoginAPI call is used in this scenario.

\* accounts.notifyLogin: This API call notifies the system of a login event, allowing consent collection to be recorded and managed within the SAP Customer Data Cloud. It ensures the system registers the user's consent at the time of login, which is essential for compliance and preference management.

References

\* SAP Customer Data Cloud API Documentation

**NO.3** The client would like to create a new optional consent for data sharing.What consent type needs to be chosen?

- A.** Privacy Policy
- B.** Terms of Service
- C.** Subscription

**D. Other consent statement**

**Answer:** D

Explanation:

When creating a new optional consent for data sharing, the consent type that needs to be chosen is:

\* Other consent statement:

\* This type allows for the creation of customizable consent statements that are not covered by predefined categories like Privacy Policy or Terms of Service.

References

\* SAP Customer Data Cloud Consent Management Documentation

**NO.4** Once the Web SDK has loaded, some additional code needs to be run. What is the best practice for this use case?

**A.** Use the JavaScript onLoad event

**B.** Use the onGigyaServiceReady function

**C.** Use accounts.addEventHandlers

**D.** Use the <head> tag

**Answer:** B

Explanation:

Once the Web SDK has loaded, the best practice to run additional code is to use the onGigyaServiceReady function.

\* onGigyaServiceReady function: This function ensures that the Gigya services are fully loaded and ready before executing additional code.

Using this function ensures that all necessary components are available and prevents errors related to incomplete loading of services.

References

\* SAP Customer Data Cloud Web SDK Documentation

**NO.5** You have an existing site hosted over a URL and using Web SDK. What can you use to connect and route events to the Android SDK?

**A.** GigyaWebView

**B.** GigyaWebBridge

**C.** GigyaPluginView

**D.** GigyaSiteBridge

**Answer:** B

Explanation:

To connect and route events from an existing site hosted over a URL and using the Web SDK to the Android SDK, you should use GigyaWebBridge.

\* GigyaWebBridge: This component enables seamless integration and communication between the Web SDK and the Android SDK, allowing events to be routed and handled appropriately across platforms.

\* Functionality: By using GigyaWebBridge, you ensure that the events generated on the web application can be captured and processed by the mobile application, maintaining consistent user experience and data synchronization.

This approach provides a reliable way to connect your web-based site with mobile applications using the Android SDK.

## References

\* SAP Customer Data Cloud SDK Documentation

**NO.6** Which features can be overridden at the child level when using site groups? Note: There are 3 correct answers to this question.

- A.** New User Welcome email template
- B.** Web SDK configuration
- C.** Default login and registration screen-set
- D.** Login identifier
- E.** Data schema

**Answer:** A C D

Explanation:

When using site groups in SAP Customer Data Cloud, the following features can be overridden at the child level:

\* New User Welcome email template: Each child site can customize the welcome email sent to new users.

\* Default login and registration screen-set: Child sites can define their own login and registration screens, tailored to their specific requirements.

\* Login identifier: Child sites can specify different login identifiers (e.g., email, username) from the parent site.

These override capabilities provide flexibility in managing user experience across different sites within a group.

References

\* SAP Customer Data Cloud Site Groups Documentation

**NO.7** You want to utilize SSO across domains. What is a best practice to overcome browsers that block third-party cookies?

- A.** Use an SSO segment.
- B.** Use a hosted page for each child site.
- C.** Use a site group.
- D.** Use a centralized hosted login.
- E.** You want a dataflow to run regularly.

**Answer:** D

Explanation:

To utilize SSO across domains and overcome browsers that block third-party cookies, the best practice is to:

\* Use a centralized hosted login:

\* This approach involves hosting the login page on a central domain that is trusted by all the child sites.

\* It helps in maintaining session continuity without relying on third-party cookies.

Using a centralized hosted login ensures a seamless SSO experience across different domains.

References

\* SAP Customer Data Cloud SSO Best Practices

**NO.8** You want to enable a new identity provider, but they require an SSL certificate for encrypted

communication. What should you configure in the Console?

- A.** Identity federation
- B.** Trusted site URLs
- C.** A central login page
- D.** Custom API domain

**Answer:** D

Explanation:

To enable a new identity provider that requires an SSL certificate for encrypted communication, you should configure a custom API domain in the Console. This setup allows you to establish a secure connection using HTTPS, ensuring that all communications between the identity provider and your SAP Customer Data Cloud environment are encrypted.

\* Custom API Domain: This configuration involves setting up a domain that supports SSL/TLS to ensure secure communication.

\* SSL Certificate: You will need to install the SSL certificate on this custom domain to encrypt the data transferred between your application and the identity provider.

\* Configuration: In the Console, navigate to the settings for custom API domains and configure your domain to include the SSL certificate details.

This approach ensures that the identity provider's security requirements are met and that data is securely transmitted.

References

\* SAP Customer Data Cloud Custom API Domain Documentation

**NO.9** You are implementing Customer Identity via server-side REST API. What do you have to do in the Console to start making API calls against your existing API key?

- A.** Create a new application and secret key to be used for the request.
- B.** Enable the REST interface in the site settings.
- C.** Add the IP address of the backend on the IP-Allowlist of SAP Customer Data Cloud.
- D.** Create a CNAME in the site settings.

**Answer:** C

Explanation:

When implementing Customer Identity via server-side REST API in SAP Customer Data Cloud, you must add the IP address of the backend to the IP-Allowlist in the Console to start making API calls against your existing API key. This ensures that only requests from allowed IP addresses can interact with the SAP Customer Data Cloud, enhancing security.

\* IP-Allowlist Configuration:

\* Navigate to the site settings in the Console.

\* Add the IP addresses of your backend servers to the IP-Allowlist.

\* Security: This step ensures that only specified IP addresses can make API calls using your API key, preventing unauthorized access.

References

\* SAP Customer Data Cloud Security Documentation

**NO.10** You want to add a new custom field to the accounts schema. How can you do this? Note: There are 2 correct answers to this question

- A.** Use the schema editor in the admin Console.

- B.** Contact the SAP support team to request the field be added.
- C.** Use the REST API and call the accounts setSchema endpoint.
- D.** Upload the new structure using a JSON file via the Console.

**Answer:** A C

Explanation:

To add a new custom field to the accounts schema in SAP Customer Data Cloud, you can use either of the following methods:

\* Schema Editor in the Admin Console: This is a user-friendly interface within the admin Console where you can visually add and configure custom fields directly in the accounts schema.

\* Navigate to the schema editor.

\* Add the new custom field with the desired attributes and settings.

\* Save the changes to update the schema.

\* REST API (accounts.setSchema): This method allows for programmatic updates to the accounts schema.

\* Make an API call to accounts.setSchemawith the necessary parameters to define the new custom field.

\* Include the field's name, type, and any other required attributes in the request payload.

Both methods provide flexibility in how you manage and extend the user schema to include additional custom fields based on your specific requirements.

References

\* SAP Customer Data Cloud Schema Editor Documentation

\* SAP Customer Data Cloud REST API Documentation

**NO.11** Which of the following are OpenID Connect terminology? Note: There are 2 correct answers to this question

- A.** Scope
- B.** Assertion
- C.** Claims
- D.** Metadata

**Answer:** A C

Explanation:

In OpenID Connect (OIDC) terminology, the following terms are commonly used:

\* Scope: This term refers to the set of permissions or access rights that are being requested by the client application.

\* Claims: These are pieces of information about the user, such as name, email, and other profile information, that are returned by the identity provider.

These terms are essential for understanding the permissions and user information handled within the OpenID Connect protocol.

References

\* OpenID Connect Core Documentation

**NO.12** You want to fetch a preference object from a customer in SAP Customer Data Cloud using an API. Which one would you use?

- A.** accounts.getAccountinfo
- B.** accounts.getSchema

C. accounts.getConsentStatements

D. accounts.getPolicies

**Answer:** A

Explanation:

To fetch a preference object from a customer in SAP Customer Data Cloud using an API, you should use:

\* accounts.getAccountInfo:

\* This API call retrieves comprehensive information about a user's account, including their preferences.

\* You can specify which parts of the account data you want to retrieve by using the include parameter to include preferences.

References

\* SAP Customer Data Cloud API Documentation

**NO.13** What is the purpose of the profile schema?

A. To store the risk score of users

B. To store device data of users

C. To store a predefined set of customer fields common to all sites

D. To store the transactions of users

**Answer:** C

Explanation:

The purpose of the profile schema in SAP Customer Data Cloud is:

\* To store a predefined set of customer fields common to all sites:

\* The profile schema defines a consistent structure for customer data, ensuring that common fields are uniformly managed across all sites.

This standardization helps in maintaining data integrity and consistency throughout the system.

References

\* SAP Customer Data Cloud Profile Schema Documentation

**NO.14** You are trying to export subscription data by executing the accounts.search API. You are receiving an error. Which query would result in a successful response?

A. SELECT \* FROM newsletterAccounts

B. SELECT \* FROM emailAccounts

C. SELECT FROM preferenceAccounts

D. SELECT FROM subscriptionAccounts

**Answer:** B

Explanation:

To export subscription data using the accounts.search API successfully, the correct query to use is:

\* SELECT \* FROM emailAccounts:

\* This query targets the emailAccountstable, which is structured to store subscription-related data for email accounts.

\* It ensures compatibility with the accounts.search API and avoids errors.

References

\* SAP Customer Data Cloud API Documentation

**NO.15** What attribute in a JSON Web Token (JWT) represents the UID of the user?

- A. id
- B. iss
- C. exp
- D. sub

**Answer:** D

Explanation:

In a JSON Web Token (JWT), the attribute that represents the UID of the user is:

\* sub (subject):

\* The sub claim is a standard claim in JWT that represents the subject of the token, which is typically the unique identifier (UID) of the user.

References

\* JWT Specification

**NO.16** How can you retrieve subscription and email account data from SAP Customer Data Cloud?

- A. Using accounts.getLiteToken and accounts.register
- B. Using accounts.getLiteToken and accounts.getAccountinfo
- C. Using accounts.login and accounts.getAccountinfo
- D. Using accounts.register and accounts.getAccountinfo

**Answer:** C

Explanation:

To retrieve subscription and email account data from SAP Customer Data Cloud, you should use the following methods:

\* accounts.login: This method logs the user in and retrieves their account information.

\* accounts.getAccountinfo: This method fetches the detailed account information of the logged-in user.

Combining these two methods allows you to access the required subscription and email account data.

References

\* SAP Customer Data Cloud API Documentation

\* SAP Help Portal on Accounts API

**NO.17** You need to modify the data schema to keep a log of customer orders in SAP Customer Data Cloud. What is the recommended way to achieve that?

- A. Modify the accounts data schema to add an array of orders attribute.
- B. Add a custom type to the Data Store and provide a UID when storing customer order documents.
- C. Update the profile schema according to the order data structure.
- D. Add a JSON document to the custom data.

**Answer:** B

Explanation:

To keep a log of customer orders in SAP Customer Data Cloud, the recommended way is to add a custom type to the Data Store and provide a UID when storing customer order documents.

\* Add a custom type to the Data Store:

\* Navigate to the Data Store in the SAP Customer Data Cloud Console.

- \* Create a new custom type that represents the order data structure.
- \* Provide a UID when storing customer order documents:
- \* When storing order data, include the UID of the customer to link the orders to the correct customer account.
- \* This method ensures that order data is stored separately from the account schema but can be associated with specific customers through the UID.

References

- \* SAP Customer Data Cloud Data Store Documentation

**NO.18** How would a customer administrator grant someone access to their Partner account?

- A.** By requesting they be granted access using the access request portal
- B.** By using the Invite Administrator option under Access Management - Administrators
- C.** By adding them to the list of authorized Console users inside Customer Identity Access site settings
- D.** By using the Invite Member option in the Organization Console

**Answer:** B

Explanation:

To grant someone access to a Partner account in SAP Customer Data Cloud, the customer administrator can use the following method:

- \* By using the Invite Administrator option under Access Management - Administrators: This allows the administrator to invite new users to the account, granting them appropriate access permissions and roles.

This method ensures secure and controlled access management for partner accounts.

References

- \* SAP Customer Data Cloud Access Management Documentation

**NO.19** You are editing a dataflow. Which actions can you perform? Note: There are 2 correct answers to this question.

- A.** Use a datasource.lookup component to check if a record exists in the site.
- B.** Preview the schema in a datasource component.
- C.** Add a component responsible for starting the schedule of the dataflow.
- D.** Add multiple Next steps to a component.

**Answer:** A D

Explanation:

When editing a dataflow in SAP Customer Data Cloud, you can perform the following actions:

- \* Datasource.lookup Component: Use this component to check if a record exists in the site. It allows for querying and verifying the existence of records before proceeding with further actions.
- \* Functionality: This component helps ensure that operations are only performed on existing records, preventing errors and redundant processing.
- \* Multiple Next Steps: Add multiple Next steps to a component to define different paths the dataflow can take based on certain conditions or outcomes.
- \* Functionality: This feature allows for more complex and flexible workflows by enabling conditional branching and parallel processing.

These capabilities enhance the functionality and flexibility of dataflows, allowing for more precise and efficient data management.

References

\* SAP Customer Data Cloud Dataflow Documentation

**NO.20** You want to export accounts using dataflows and need to ensure the First Name and Last Name fields are formatted in lowercase. What is the SAP-recommended way of doing this?

- A. Dataflow components cannot be used to transform the format of a field.
- B. Use a custom transformation inside the record evaluate component.
- C. Use the toLowerCase function in the Select parameter of the datasource read gigya.account component.
- D. Use the field flatten component.

**Answer:** C

Explanation:

To ensure the First Name and Last Name fields are formatted in lowercase when exporting accounts using dataflows, you should use the toLowerCase function in the Select parameter of the datasource.read.gigya.account component.

\* toLowerCase Function: This function transforms the text of the specified fields to lowercase.

\* Usage: Apply the function in the Select parameter during the data reading process to ensure the fields are correctly formatted.

\* Dataflow Configuration:

\* Configure the datasource.read.gigya.account component to include the toLowerCase function.

\* Ensure the output data has the First Name and Last Name fields in lowercase.

References

\* SAP Customer Data Cloud Dataflow Documentation

**NO.21** You want to retrieve the users who subscribed to the Fitness Newsletter from email accounts. What is the correct way to query the information?

- A. SELECT \* FROM email Accounts WHERE subscriptions.<Fitness>.email.isSubscribed=true AND subscriptions. <Fitness>.email.hasFullAccount=true
- B. SELECT \* FROM fullAccounts WHERE subscriptions.<Fitness>.email.isSubscribed=true
- C. SELECT \* FROM email Accounts WHERE subscriptions.<Fitness> email.isSubscribed=true
- D. SELECT \* FROM emailAccounts WHERE subscriptions.<Fitness>.email.hasFullAccount=true

**Answer:** B

Explanation:

To retrieve users who subscribed to the Fitness Newsletter from email accounts, the correct query to use is:

\* SELECT \* FROM fullAccounts WHERE subscriptions.<Fitness>.email.isSubscribed=true This query filters the fullAccounts table to find users who are subscribed to the Fitness Newsletter. It specifically checks the isSubscribed status within the subscriptions object for the Fitness newsletter.

References

\* SAP Customer Data Cloud Query Documentation