



SAP C_C4H22

**SAP Certified - Implementation Consultant - SAP
Engagement Cloud - Emarsys Edition**

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Question: 1

After a configuration workshop for SAP Emarsys Customer Engagement, an industrial services company finds that transactions cannot be processed because required master data is inconsistent when testing organizational structures and master data. The business owner requires an auditable decision trail. Prepare the implementation sequence across multiple countries and verify that the solution is ready for production.

A. See the Explanation.

Answer: A

Explanation:

Key actions: • Identify the authoritative source and required organizational assignments; • correct keys, effective dates, relationships, statuses, and mandatory attributes; • validate replication or import sequencing and remove duplicates; • retest a representative transaction and reconcile downstream reporting. Key controls: use least privilege, retain an audit trail, reconcile affected data, and confirm ownership for ongoing monitoring.

Question: 2

During a SAP Emarsys Customer Engagement rollout, a consumer-products enterprise discovers that requests are bypassing the intended approval or becoming stuck. The affected design concerns workflow, output, and approvals, and the support analyst must preserve existing controls. Determine how to troubleshoot the configuration after a recent quarterly release and ensure that the integration completes without manual repair.

A. See the Explanation.

Answer: A

Explanation:

Start by reproducing the failure with a controlled example and confirming the expected result for workflow, output, and approvals. Next, confirm start conditions, approver determination, step sequence, and escalation behavior. Then correct rule context, role resolution, effective dates, and fallback recipients and retrigger or restart only the affected objects using supported administration tools. If the result is still incorrect, compare environment settings and recent changes. Finally, test normal, rejection, resubmission, delegation, and exception paths and monitor the next production cycle for recurrence.

Question: 3

After a configuration workshop for SAP Emarsys Customer Engagement, a regional retail group finds that loaded records contain duplicates, missing relationships, or invalid values when testing testing, cutover, and operations. The change must be supportable by the operations team. Prepare the implementation sequence during a controlled pilot and verify that the integration completes without manual repair.

A. See the Explanation.

Answer: A

Explanation:

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The configuration is complete only when four checks pass: requirement check—profile and cleanse source data against target rules before loading; design check—load prerequisite and parent objects before dependent transactions; execution check—run validation reports, reconcile totals, and correct rejected records; operational check—repeat the mock cutover and obtain business-owner sign-off. Capture evidence for each check, review exceptions with the business owner, and release the change only after the end-to-end result is reconciled.

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