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NEW QUESTION 42

What are the available methods through which you can fill staging tables in the SAP HANA database of the target system? Note: There are 3 correct answers to this question.

- A. Customer's ETL tools
- B. SAP Smart Data Access
- C. SAP SQL Anywhere
- D. SAP HANA Smart Data Integration (SDI)
- E. XML templates

Answer: A,D,E

NEW QUESTION 43

What are the prerequisites for using the SAP Fiori Test Your Processes app? Note: There are 2 correct answers to this question.

- A. The productive system is connected to the implementation landscape
- B. SAP Best Practices are activated in the quality system
- C. The test scripts are uploaded in the productive system
- D. The quality system is connected to the Test Execution Service on SAP Cloud Platform

Answer: B,D

NEW QUESTION 44

Which of the following Business Add-Ins (BAdIs) are available for the Fiori app Create Internal Projects? Note: There are 3 correct answers to this question.

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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Personalization and Extensibility: In this topic, SAP Consultants explore creating custom fields and objects to capture additional business data, configuring business rules for tailored system behavior, and extending functionality through APIs for integrating third-party applications.

Topic 2	<ul style="list-style-type: none"> • Basic Setup: In this topic, SAP Consultants gain insights into establishing the foundation of the SAP Service Cloud environment. It encompasses configuring integration settings with SAP and non-SAP systems, enabling seamless connectivity, and customizing the user interface for usability and branding.
Topic 3	<ul style="list-style-type: none"> • Service Objects: This topic introduces SAP Consultants to the creation and customization of service objects that facilitate the management of specific service requests. Linking service objects to cases is also discussed, ensuring effective organization and improved case handling in the service lifecycle.
Topic 4	<ul style="list-style-type: none"> • Service Elements: SAP Consultants delve into configuring service level agreements (SLAs) to uphold service delivery standards, establishing workflows with approval mechanisms, and implementing feedback tools for customer satisfaction. These elements ensure structured and customer-focused service operations.
Topic 5	<ul style="list-style-type: none"> • Master Data: This topic familiarizes SAP Consultants with essential processes for managing master data, including customer data creation, maintenance, and archival. It also delves into managing service offerings and product data to align with business needs. Data migration strategies are explained, ensuring the successful import of existing records into SAP Service Cloud while maintaining data integrity.
Topic 6	<ul style="list-style-type: none"> • Cases: This topic equips SAP Consultants with the processes for handling customer cases, including creation, updates, and resolution. Techniques for routing cases to suitable agents and setting up escalation rules are highlighted, ensuring efficient case management and escalation handling for superior customer service.
Topic 7	<ul style="list-style-type: none"> • User Management: Here, SAP Consultants explore the mechanisms of controlling access within the system through role-based permissions and onboarding processes for new users. Audit logging techniques are also covered here.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is the only way to change an active case type?

- A. Copy an existing case type.
- B. Execute the Create New Version action.
- C. It is not possible to change an existing case type.
- D. Edit the name of the existing case type.

Answer: A,C

NEW QUESTION # 38

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. In the timeline configuration
- B. In the Customer Hub screen configuration
- C. In the general configuration of Agent Desktop

- D. The event types are enabled by default and cannot be changed.

Answer: A

Explanation:

The timeline configuration allows the administrator to define which event types must be visible in the timeline of the Customer Hub screen. The timeline configuration is accessed from the Adaptation menu in the Agent Desktop. The administrator can select the Timeline tab and then choose the Event Types option. There, the administrator can enable or disable the event types for the timeline, such as cases, emails, notes, tasks, and so on. The administrator can also reorder the event types by dragging and dropping them in the list. References = Solution Guide for SAP Service Cloud Version 2, section Configure Timeline.

NEW QUESTION # 39

Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Warranty
- C. Registered product
- D. Product

Answer: C,D

Explanation:

When you create or edit an installed base, you can assign different objects to it at item level. The objects that you can assign are:

* Product: This is a generic product that is not serialized or tracked individually. You can assign a product to an installed base to indicate the type or category of the product that is installed at the customer site. For example, you can assign a product called "Laptop" to an installed base to represent any laptop that belongs to that installed base.

* Registered product: This is a serialized product that has a unique identifier and can be tracked individually. You can assign a registered product to an installed base to indicate the specific product that is installed at the customer site. For example, you can assign a registered product with a serial number "123456789" to an installed base to represent a particular laptop that belongs to that installed base. A registered product can also have warranty and maintenance plan information associated with it.

* Functional location: This is a logical or physical location where the products are installed or used. You can assign a functional location to an installed base to create a hierarchical structure of the installed base. For example, you can assign a functional location called "Office A" to an installed base to represent a sub-location within the installed base where some products are located. A functional location can also have other functional locations, products, or registered products assigned to it as sub-items.

* Maintenance plan: This is a plan that defines the schedule and scope of the maintenance activities for the products. You cannot assign a maintenance plan to an installed base at item level. A maintenance plan can only be assigned to a registered product as a sub-item. For example, you can assign a maintenance plan called "Annual Service" to a registered product to indicate the frequency and type of service that the product requires.

* Warranty: This is a contract that defines the terms and conditions of the warranty coverage for the products. You cannot assign a warranty to an installed base at item level. A warranty can only be assigned to a registered product as a sub-item. For example, you can assign a warranty called "Standard Warranty" to a registered product to indicate the duration and scope of the warranty that the product has. References = Using an Installed Base; Using Installed Bases and Registered Products

NEW QUESTION # 40

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.

- A. Workflow
- B. Condition
- C. Message
- D. Action

Answer: B,C

Explanation:

The validation editor is a tool that allows you to create custom logic to validate data and display error or warning messages based on certain conditions. The validation editor has four types of blocks: Message, Condition, Action, and Workflow. However, only the Message and Condition blocks are available for creating validations. The other two blocks are used for creating determinations, which are different from validations.

The Message block is used to define the type, text, and severity of the message that will be displayed to the user when the validation

is triggered. You can choose between Error, Warning, or Information messages, and customize the message text according to your needs. The severity of the message determines whether the user can proceed with the save action or not. For example, an Error message will prevent the user from saving the data, while a Warning message will allow the user to save the data with a confirmation. The Condition block is used to specify the criteria that will trigger the validation. You can use various operators and expressions to define complex conditions based on the data in the fields. You can also use logical connectors such as AND, OR, and NOT to combine multiple conditions. For example, you can create a condition that checks if the status of a case is Closed and the resolution is empty, and then display an error message to the user.

References = Creating Block Based Validation in SAP Service Cloud Version 2, Working with Validations in the Service Cloud V2 Using Code Blocks, Solution Guide for SAP Service Cloud Version 2

NEW QUESTION # 41

You want to assign employees to multiple organisational units. Which action needs to be performed to achieve this?

- A. Assign the employee at company level.
- **B. Assign employees directly to different organisational objects.**
- C. Acquire an additional license for the required add-on.
- D. Enable the Primary flag in the organisation unit.

Answer: B

NEW QUESTION # 42

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