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SAP C-C4H56I-34 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Торіс 1 | 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 2 | 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 3 | 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 4 | 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 (Q21-Q26):

NEW QUESTION #21

Which field can be used to determine Service Level Agreements?

- A. Reading value of a registered product
- B. Event in case
- C. Account role
- D. Custom field

Answer: A

NEW QUESTION #22

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. Employee role
- B. User profile
- C. Business role
- D. Security policy

Answer: C,D

NEW QUESTION #23

What functionality can be enabled to assist agents with case resolution?

- A. Integrate a knowledge base.
- B. Integrate Microsoft Teams.
- C. Create and assign surveys to the case.
- D. Configure templates for responses.

Answer: A

NEW QUESTION #24

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

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

Answer: A,D

NEW QUESTION #25

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign employee to organizational units
- B. Log in with initial user
- C. Create organizational structure
- D. Create business role

Answer: C,D

Explanation:

To set up SAP Service Cloud Version 2, the following steps are mandatory:

- * Create Organizational Structure (D): Defining the organizational hierarchy (e.g., departments, teams) is foundational for structuring service processes, agent assignments, and access control.
- * Create Business Role (B): Business roles determine user permissions and access to specific functionalities. This ensures compliance with security policies and role-based access control (RBAC).

Why other options are incorrect:

- * A. Assign employee to organizational units: While necessary for user management, this step occurs after creating the organizational structure (D) and business roles (B).
- * C. Log in with initial user: Though required to access the system, it is a prerequisite for configuration, not a "setup step" itself. References:
- * SAP Service Cloud Administration Guide: "Organizational Management" and "Business Role Configuration".
- * SAP Learning Hub: "Initial Setup Tasks for SAP Service Cloud."

NEW QUESTION #26

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