

2025 SAP C_C4H56I_34–Efficient Reliable Exam Answers



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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 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"> • Communication Channels: SAP Consultants learn about configuring multiple communication channels such as email, chat, and phone, integrating CTI systems for enhanced communication efficiency, and monitoring channel performance. This ensures effective customer interaction and channel optimization.
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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

NEW QUESTION # 55

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Select country theme
- B. Maintain organizational units
- C. Maintain exchange rate
- D. Enable country/region

Answer: B,D

NEW QUESTION # 56

How can service agents create cases? Note: There are 2 correct answers to this question.

- A. In the Related Service Object facet of registered products, Create button (+) and select Case.
- B. In Agent Desktop, click the Create button (+) and select Case.
- C. In the case worksheet, Create button (+) and select Case.
- D. In the Account General facet, Create button (+) and select Case.

Answer: B,D

Explanation:

Agents can create cases via:

- * A. Agent Desktop Create Button: Direct case creation from the primary interface.
- * B. Account General Facet: Create cases linked to a specific account for context.

Why other options are incorrect:

- * C. Related Service Object Facet: Typically used for adding products/installed bases, not case creation.
- * D. Case Worksheet: Focuses on existing cases, not creation.

References:

- * SAP Service Cloud Agent Desktop Guide: "Creating Cases".

NEW QUESTION # 57

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.
- B. Configure the relevant integration flow.
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- D. Obtain API token credentials from the knowledge base provider.

Answer: A,B

Explanation:

To enable knowledge base access:

- * Configure integration flow (A): Establish connectivity between SAP Service Cloud and the knowledge base system (e.g., SAP Knowledge Base).
- * Maintain provider settings (C): Define endpoints, authentication, and search parameters in SAP Service Cloud.
- * API tokens (B) are part of provider-specific configurations but not standalone steps.
- * Articles (D) are maintained in the external knowledge base, not directly in Service Cloud.

References:

- * SAP Help Portal: Knowledge Base Integration
- * SAP Documentation: Configuring Knowledge Base Providers

NEW QUESTION # 58

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

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

Answer: C

Explanation:

Existing Cases can be changed, but only by executing the action "Create New Version" from the existing Case Type that has to be modified. For example, if after creating a new Case Type, the Administrator realizes that the Service Catalog is missing, they will have to execute the action Create New Version from the existing Case Type, then enter the service catalog and activate the new version. References = Creating a Case Type

NEW QUESTION # 59

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. Action
- D. Message

Answer: B,C

NEW QUESTION # 60

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