

Quiz SAP - C_C4H56_2411 - Trustable SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Valid Study Guide



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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q74-Q79):

NEW QUESTION # 74

Which field can be used to determine Service Level Agreements?

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

Answer: B

NEW QUESTION # 75

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

- A. It is not possible to change an existing case type.
- B. Use the Draft status.
- C. Copy an existing case type.
- **D. Perform the Create New Version action.**

Answer: D

Explanation:

In SAP Service Cloud Version 2, once a case type is active, it cannot be directly modified. The only way to change an active case type is to perform the Create New Version action. This action creates a new version of the case type, allowing administrators to make changes while preserving the original. According to SAP documentation, "To modify an active case type, you must create a new version using the Create New Version action, as direct changes to active case types are not permitted." It is not possible to change an existing case type (A) is incorrect, as creating a new version is allowed. Using the Draft status (B) applies to new case types, not active ones. Copying an existing case type (C) creates a separate case type, not a modification of the active one.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Managing Case Types

NEW QUESTION # 76

Which actions could you take to control the reaction times of a case? Note: There are 3 correct answers to this question.

- **A. Assign a different team to the case.**
- **B. Escalate the case.**
- C. Assign a territory to the case.
- D. Adjust the SLA.
- **E. Change the priority.**

Answer: A,B,E

NEW QUESTION # 77

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Registered products
- **B. Phone calls**
- **C. Cases**
- D. Tasks

Answer: B,C

NEW QUESTION # 78

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

□

- A. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- B. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- C. It is not possible to change an existing Case Type, so deactivate it and create a new one.
- D. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.

Answer: B

NEW QUESTION # 79

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