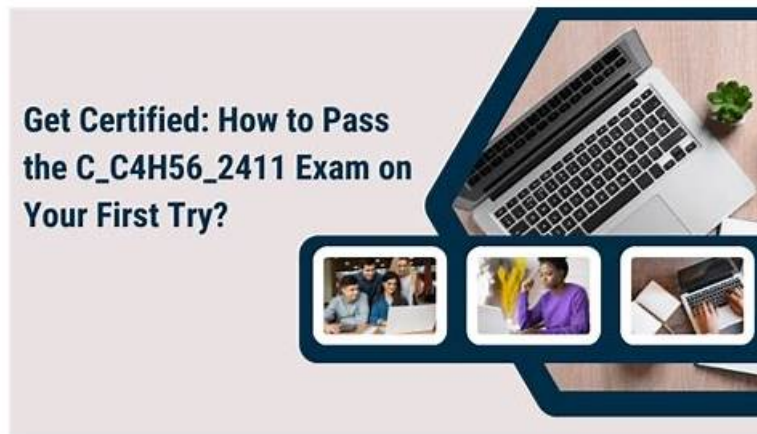# Pass-Sure Valid C_C4H56_2411 Cram Materials Provide Prefect Assistance in C_C4H56_2411 Preparation

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q33-Q38):

NEW QUESTION # 33
Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

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

Answer: A,B,E

Explanation:

To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.
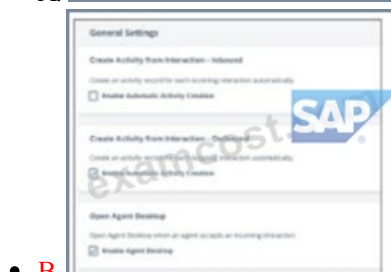Reference:
SAP Help Portal: Case Management and SLA Configuration
SAP Community: Managing Case Reaction Times

NEW QUESTION # 34

Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.
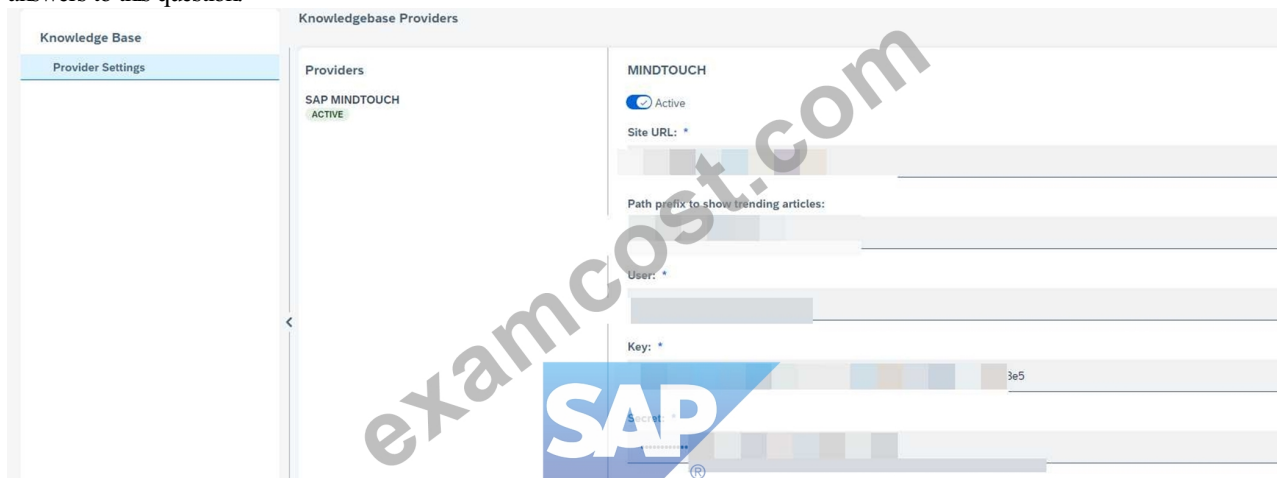
- A.

- B.

- C.
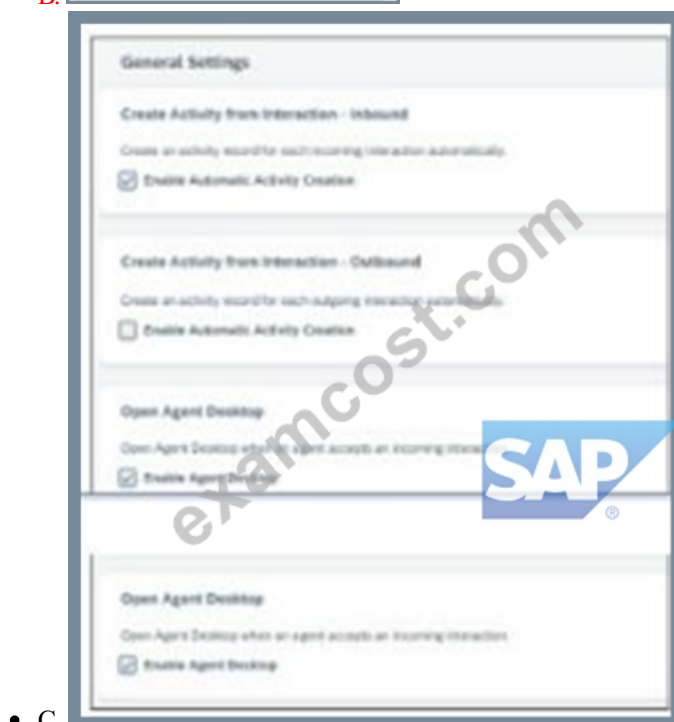
- D.

Answer: B,D

NEW QUESTION # 35

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

Answer: A,D

NEW QUESTION # 36

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Too many rules affect system performance.
- B. Optimization from the back end is done automatically when too many autoflow rules exist.
- C. Conditions can be based on extension fields.
- D. Autoflow rules must be assigned to the business role.
- E. Conditions can be based on standard fields.

Answer: A,C,E

Explanation:

When using autoflow rules in SAP Service Cloud V2, administrators must consider that conditions can be based on standard fields (e.g., case type, priority) to trigger automated actions. Too many rules can affect system performance, as excessive rules increase processing time. Additionally, conditions can be based on extension fields, allowing customization to meet specific business needs. According to SAP documentation, "Autoflow rules support conditions based on standard and extension fields, but administrators should monitor rule volume to avoid performance issues." Optimization from the back end (C) is not automatic for autoflow rules. Assigning autoflow rules to business roles (E) is not required, as rules are system-wide.

Reference:

SAP Help Portal: Autoflow Configuration in SAP Service Cloud V2

SAP Community: Best Practices for Autoflow Rules

NEW QUESTION # 37

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Create a mashup to embed the web page of the external solution.
- C. Define a custom screen for the mashup.
- D. Use the web page URL of the external solution for extracting input parameters in the mashup.
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

Answer: B,D,E

Explanation:
To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.
Reference:
SAP Help Portal: Mashup Configuration in SAP Service Cloud V2
SAP Community: External Solution Integration

NEW QUESTION # 38

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