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SAP C_C4H56_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

Questions & Answers PDF

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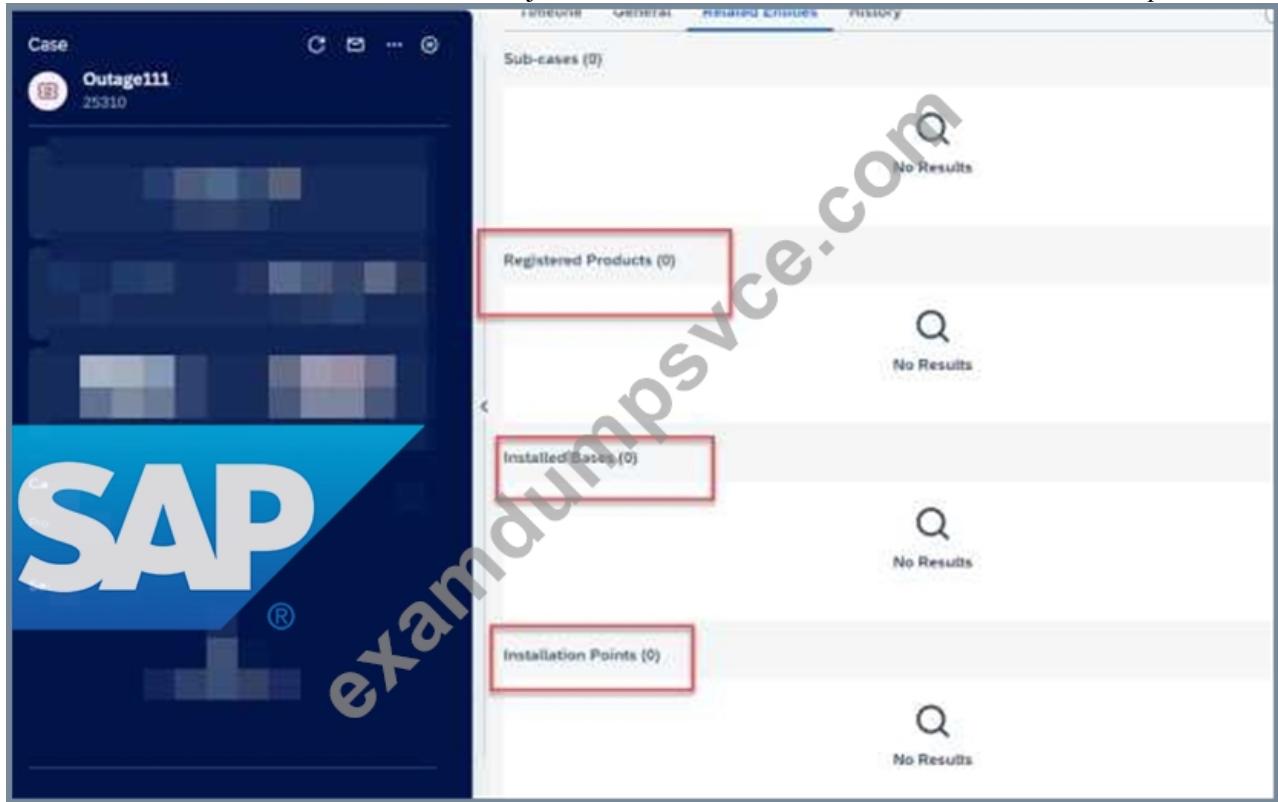
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

NEW QUESTION # 10

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.



- A. Installation points
- B. Installed bases
- C. Registered products and installed bases related to the account only
- D. Registered products
- E. Products

Answer: A,B,D

NEW QUESTION # 11

Which features can you activate with Microsoft Teams integration?

- A. Create and share knowledge articles
- B. Users can collaborate in shared workspaces
- C. Send an email and link it to the case
- D. Start a phone call with CTI

Answer: B

Explanation:

Microsoft Teams integration in SAP Service Cloud V2 enables users to collaborate in shared workspaces, allowing agents to share case details, discuss issues, and coordinate within Teams channels. According to SAP documentation, "Microsoft Teams integration supports collaboration in shared workspaces to enhance team communication." Starting a phone call with CTI (A) is a separate CTI feature, not Teams-specific. Creating and sharing knowledge articles (B) is part of knowledge base functionality, not Teams. Sending an email and linking it to a case (C) is a standard Service Cloud feature, not tied to Teams.

Reference:

SAP Help Portal: Microsoft Teams Integration in SAP Service Cloud V2

SAP Learning: Collaboration with Microsoft Teams

NEW QUESTION # 12

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



The screenshot shows the SAP Service Cloud V2 interface. On the left, there is a table titled 'Items' with columns: ID, Description, Category, and Status. A search bar at the top right contains the text 'Search for Service Object'. A dropdown menu is open, showing three options: 'Registered Product', 'Functional Location', and 'Product'. The text 'No Records Found' is displayed below the table.

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

Answer: A,C

NEW QUESTION # 13

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Add or remove statuses in the existing status schema.
- B. The status schema cannot be adapted.
- C. Change the existing status schema.
- D. Use code list restrictions.

Answer: A,C

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

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

SAP Learning: Status Schema Management

NEW QUESTION # 14

You want to control the access of fields in SAP Service Cloud Version 2. Which element can help you implement the business need?

- A. Case routing
- B. Approval
- C. Determination rule
- D. Page layout

Answer: D

Explanation:

To control field access in SAP Service Cloud V2, Page layout is used to define which fields are visible, editable, or hidden for specific business roles or users. According to SAP documentation, "Page layouts allow administrators to control field access by configuring visibility and editability based on business requirements." Determination rule (A) is for field value calculations. Approval (B) manages case approvals, not field access. Case routing (C) assigns cases, not controls fields.

Reference:

SAP Help Portal: Page Layout Configuration in SAP Service Cloud V2

SAP Community: Field Access Control

NEW QUESTION # 15

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