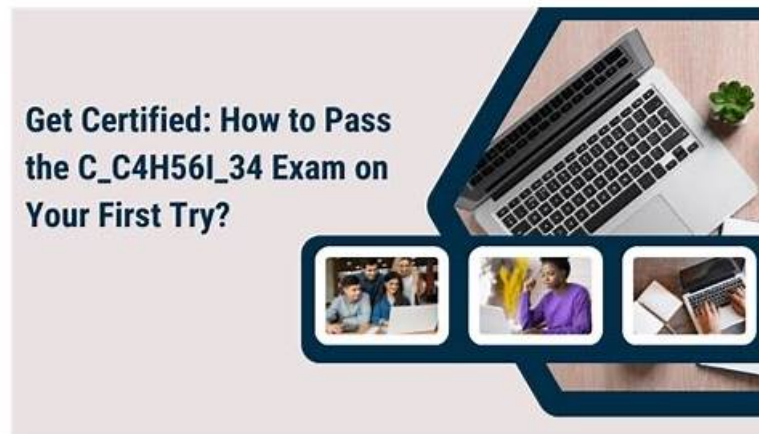


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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	Personalization and Extensibility: In this topic, SAP Consultants explore creating custom fields and objects to capture additional business data, configuring business rules for tailored system behavior, and extending functionality through APIs for integrating third-party applications.

Topic 4	• 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 5	• 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	• 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 7	• 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.

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

NEW QUESTION # 74

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Define case types and assign responsible teams and employees.
- B. Set up rule(s) for case routing to employees.
- C. Set up rules with BRF+.
- D. Set up rule(s) for case routing to teams.

Answer: B,D

NEW QUESTION # 75

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Groups
- B. Channel partners
- C. Individual customers
- D. Contacts

Answer: C,D

NEW QUESTION # 76

Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. No access
- B. Restricted
- C. Unrestricted
- D. Define specific restriction
- E. Full access

Answer: B,C,D

Explanation:

Access restriction types are used to define the level of access that a business role has for a business service.

There are three access restriction types available in SAP Service Cloud Version 2:

Unrestricted: This means that the business role has full access to all the data related to the business service, regardless of the ownership or the organizational unit.

Define specific restriction: This means that the business role has access to the data related to the business service based on certain criteria, such as the employee responsible, the territory, the account team, or the service organization. You can define the specific restriction rules for each business service in the business role details.

Restricted: This means that the business role has no access to the data related to the business service.

The business service is not visible or editable for the business role. References = Set Up Guide for SAP Service Cloud Version 2, page 10; Solution Guide for SAP Service Cloud Version 2, page 11

NEW QUESTION # 77

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Maintain case types
- B. Set up Agent Desktop
- C. Set up deals
- D. Set scoping attributes

Answer: A,D

NEW QUESTION # 78

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send object update
- B. Send e-mails
- C. Send event e-mail template
- D. Send event notifications
- E. Send info notifications

Answer: B,D,E

Explanation:

Autoflow is a feature that allows you to define rules that trigger actions based on certain conditions and events.

You can configure three types of actions for autoflow: send info notifications, send e-mails, and send event notifications. Send info notifications are messages that appear in the user interface of SAP Service Cloud Version 2 to inform users about the status of a process or an entity. Send e-mails are messages that are sent to external recipients, such as customers or partners, using predefined e-mail templates. Send event notifications are messages that are sent to integrated solutions, such as SAP Marketing Cloud or SAP Sales Cloud, using predefined event templates. You cannot configure autoflow to send object updates or event e-mail templates. Object updates are changes that are made to the fields or attributes of an entity, such as a case or a service order. Event e-mail templates are e-mail templates that are used to send event notifications to integrated solutions. To configure object updates, you need to use the administration tool. To configure event e-mail templates, you need to use the event management tool. References = Solution Guide for SAP Service Cloud Version 2, section "Autoflow", page 34.

NEW QUESTION # 79

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