

C-C4H56I-34 Exam Introduction, C-C4H56I-34 Study Guides



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>> C-C4H56I-34 Exam Introduction <<

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

- A. Launch a customer survey
- B. Access interactions and notes in the timeline tab
- C. View customer details
- D. Edit customer details
- E. Create a new e-mail message or a new case from the What Would You like to do? area

Answer: B,C,E

NEW QUESTION # 30

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

Answer: B,D

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 # 31

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

Answer: B,C

Explanation:

For multi-country rollouts:

- * Enable Country/Region (A): Required to activate locale-specific settings (e.g., formats, legal requirements).
- * Maintain Exchange Rate (B): Essential for financial transactions in local currencies.

Why other options are incorrect:

- * C. Maintain Organizational Units: Can be global or reused across countries.

* D. Select Country Theme: Optional for UI customization, not mandatory.

References:

* SAP Implementation Guide: "Multi-Country Configuration".

NEW QUESTION # 32

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

- A. Edit the name of the existing case type.
- B. Copy an 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 # 33

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

- A. Account hierarchy
- B. Product
- C. Employee
- D. Account

Answer: D

Explanation:

According to the SAP Service Cloud Version 2 documents and learning resources, the master data that is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2 is Account. Account is a master data object that represents a business partner, such as a customer, a competitor, or a supplier, in SAP Service Cloud Version 2. Account can be replicated from SAP S/4HANA to SAP Service Cloud Version 2, and vice versa, using the integration package SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP S/4HANA or SAP S/4HANA Cloud. The integration package uses the OData service API_BUSINESS_PARTNER to exchange account data between the two systems.

NEW QUESTION # 34

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