

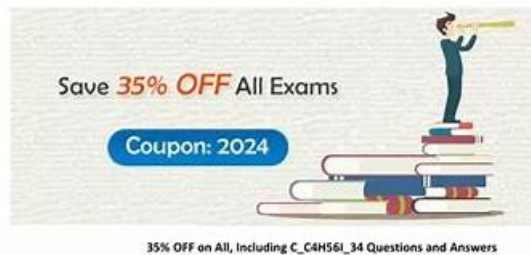
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**SAP Certified Application Associate - SAP Service Cloud
Version 2**

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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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 3	• 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 4	• 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 5	• 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 6	• 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 7	• Cases: This topic equips SAP Consultants with the processes for handling customer cases, including creation, updates, and resolution. Techniques for routing cases to suitable agents and setting up escalation rules are highlighted, ensuring efficient case management and escalation handling for superior customer service.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q81-Q86):

NEW QUESTION # 81

Which capability ensures service agents send e-mail responses with the correct corporate branding?

- A. E-mail templates
- B. Workflow rules
- C. Determination rules
- D. Autoflow

Answer: A

NEW QUESTION # 82

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

Answer: A,B,C

NEW QUESTION # 83

How can you trigger an event notification based on a specific condition?

- A. Configure integration setting
- **B. Implement SDK logic**
- C. Configure autoflow
- D. Configure event management

Answer: B

Explanation:

Triggering an event notification based on a specific condition in SAP Service Cloud Version 2 typically involves implementing custom logic through the Software Development Kit (SDK). This approach allows for the creation of tailored functionalities that can respond to very specific conditions or criteria within the system.

By utilizing the SDK, developers can write scripts or programs that monitor certain conditions or events within the Service Cloud environment and trigger notifications accordingly. This method provides a flexible and powerful means to extend the standard capabilities of SAP Service Cloud to meet unique business requirements.

NEW QUESTION # 84

Which attribute can you assign to a warranty?

- A. Duration
- B. Dates
- **C. Non-covered categories**
- D. Registered products

Answer: C

Explanation:

Warranties in SAP Service Cloud can be assigned non-covered categories (C), which define service categories excluded from warranty coverage.

* Dates (A) and duration (B) are inherent properties of warranties but are not "assigned" as attributes.

* Registered products (D) are linked to warranties but are not attributes of the warranty itself.

References:

* SAP Help Portal: Warranty Management

* SAP Documentation: Configuring Warranty Attributes

NEW QUESTION # 85

To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Response templates
- **B. Service levels**
- **C. Accounts**
- D. Registered products

Answer: B,C

Explanation:

Employees can be assigned to:

* Accounts (A): To designate responsibility for specific customers.

* Service levels (C): To define response/resolution time commitments for cases.

* Response templates (B) and registered products (D) do not involve employee assignments.

References:

* SAP Help Portal: Employee Assignments

* SAP Documentation: Service Level Configuration

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