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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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 4	• 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 (Q40-Q45):

NEW QUESTION # 40

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Cases
- B. Tasks
- C. Phone calls
- D. Registered products

Answer: A,D

Explanation:

In SAP Service Cloud Version 2, you use categories to capture and organize the services that your company wants to offer to create a hierarchical structure called a catalog. SAP Service Cloud Version 2 also uses the service categories that you create as attributes for Cases and Registered Products, meaning that you can have the system automatically match and direct incoming service requests (Cases) to the specific services in your catalog and supporting service teams. You can also maintain the service category determinations of Cases and Registered Products currently in process. References = Configuring Categories, Solution Guide for SAP Service Cloud Version 2

NEW QUESTION # 41

Which of the following are mandatory attributes when creating a case? Note: There are 2 correct answers to this question.

- A. Subject
- B. Installed base
- C. Case type
- D. Status

Answer: A,C

NEW QUESTION # 42

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service team
- B. Service category
- C. Account
- D. Employee

Answer: A,B

NEW QUESTION # 43

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create installed bases.
- **B. Use a mashup to execute transactions in other SAP solutions.**
- **C. Create accounts and contacts.**
- D. Assign products to existing accounts.

Answer: B,C

Explanation:

According to the SAP Service Cloud Version 2 documents and learning resources, you can do the following things with Agent Desktop in SAP Service Cloud Version 2:

Create accounts and contacts. Agent Desktop allows you to create and maintain master data for accounts and contacts, which are essential for managing customer relationships and service requests. You can also view and edit the account hierarchy, the contact roles, and the communication preferences of the accounts and contacts.

Use a mashup to execute transactions in other SAP solutions. Agent Desktop enables you to integrate with other SAP solutions, such as SAP S/4HANA Service, SAP Field Service Management, or SAP Marketing Cloud, by using mashups. Mashups are web pages that are embedded in the Agent Desktop and can pass input parameters from the service objects, such as cases, tickets, or registered products, to the external solutions. You can use mashups to perform actions in the external solutions, such as creating a service order, scheduling a service appointment, or launching a marketing campaign, without leaving the Agent Desktop.

The other options are not correct because:

Creating installed bases is not possible with Agent Desktop in SAP Service Cloud Version 2. Installed bases are collections of products that are installed at a customer site and require service or maintenance.

Installed bases are created and managed in the Installed Base work center, which is not part of the Agent Desktop.

Assigning products to existing accounts is not possible with Agent Desktop in SAP Service Cloud Version 2. Products are items that are sold or serviced by your company, and they can be assigned to accounts or contacts as attributes. Products are assigned and maintained in the Products work center, which is not part of the Agent Desktop. References = Introducing Agent Desktop in SAP Service Cloud Version 2, Using Agent Desktop with SAP Service Cloud, Description SAP Service Cloud Version 2 Feature Scope, Agent Console Add-On for SAP Service Cloud Agent Desktop in SAP Service Cloud Version 2 is a versatile tool that enables service agents to perform a variety of tasks efficiently. Among its capabilities, creating accounts and contacts directly from the interface stands out as a fundamental feature, allowing agents to manage customer information seamlessly.

Additionally, the Agent Desktop supports the use of mashups, which are integrations with external applications or web content. These mashups enable agents to execute transactions or access data in other SAP solutions without leaving the Agent Desktop environment, thereby enhancing productivity and providing a unified user experience

NEW QUESTION # 44

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

- **A. Maintenance plan**
- B. Warranty
- C. Customer
- **D. Registered product**

Answer: A,D

Explanation:

You can assign maintenance plans and registered products to an installed base. A maintenance plan defines the schedule and scope of service activities for an installed base or a registered product. A registered product is an instance of a product that is associated with a specific customer. You can create and assign maintenance plans and registered products using the Installed Base work center. References = Using an Installed Base, page 4 and 7.

NEW QUESTION # 45

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