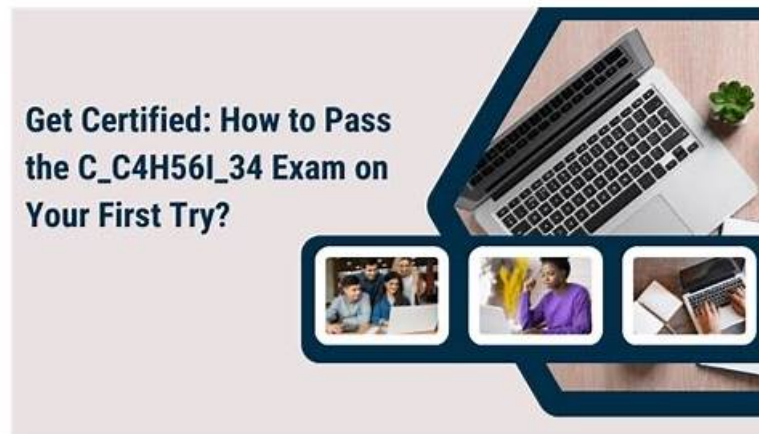


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## SAP C-C4H56I-34 Exam Syllabus Topics:

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                    |
| Topic 2 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                                |
| Topic 3 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                                           |
| Topic 4 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                        |
| Topic 5 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                       |
| Topic 6 | <ul style="list-style-type: none"><li>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.</li></ul> |
| Topic 7 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                                                                                                            |

## Latest C-C4H56I-34 Passleader Review Offers Candidates First-Grade Actual SAP SAP Certified Application Associate - SAP Service Cloud Version 2 Exam Products

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### SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q73-Q78):

#### NEW QUESTION # 73

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

**Answer: C,D**

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 # 74

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Create a new URL mashup
- B. Change the field label
- C. Add a new field
- D. Add a new button

**Answer: C,D**

Explanation:

The adaptation tool allows you to add a new button or a new field to the user interface of SAP Service Cloud Version 2. You can also change the properties of existing buttons and fields, such as the label, the visibility, the data binding, and the actions. However, you cannot create a new URL mashup using the adaptation tool.

To create a new URL mashup, you need to use the administration tool. References = Solution Guide for SAP Service Cloud Version 2, section "Adaptation", page 33.

#### NEW QUESTION # 75

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Administration
- B. Technical
- C. Development
- D. Business

**Answer: A,D**

Explanation:

In SAP Service Cloud Version 2, the primary user types are:

\* Business (A): Standard users (e.g., agents, managers) who perform daily operational tasks like case management.

\* Administration (B): Users with system configuration and administrative privileges (e.g., configuring workflows, roles, and settings).

Why other options are incorrect:

\* C. Technical: Not a predefined user type in SAP Service Cloud.

\* D. Development: Refers to roles in app-building tools (e.g., SAP Build), not within Service Cloud user types.

References:

\* SAP Service Cloud Administration Guide: "User Types and Permissions".

#### NEW QUESTION # 76

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA?

Note: There are 2 correct answers to this question.

- A. Registered products
- B. Service contracts
- C. Contacts
- D. Products

**Answer: A,C**

Explanation:

According to the SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA document, the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA: Business Partner (Customer - bi-directional), Equipment (bi-directional), Registered Product (bi-directional), Contact (bi-directional), and Service Order (bi-directional). Therefore, the correct answers are A and B, as registered products and contacts are among the objects that can be replicated. References = SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA

#### NEW QUESTION # 77

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

- A. Full access
- B. Unrestricted
- C. Restricted

- D. Define specific restriction
- E. No access

Answer: B,C,E

## NEW QUESTION # 78

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