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## SAP C\_C4H56I\_34 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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>
Topic 4	<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 5	<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>

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## SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q58-Q63):

### NEW QUESTION # 58

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note:

There are 2 correct answers to this question.

- A. Add the phone channel to the live interaction widget.
- B. Obtain API token credentials from the CTI provider.
- C. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- D. Add a mashup service in Agent Desktop.

**Answer: A,C**

Explanation:

To enable the phone channel in Agent Desktop:

- \* Integrate with a CTI provider (D): SAP Service Cloud requires third-party CTI integration (e.g., Genesys, Cisco) for telephony functions.
- \* Add the phone channel to the live interaction widget (C): Configure the widget in Agent Desktop to include phone capabilities.
- \* API token credentials (A) are part of CTI provider setup but not direct admin steps in Service Cloud.
- \* Mashup services (B) are used for embedding external apps, not phone channel activation.

References:

- \* SAP Help Portal: Configuring the Phone Channel
- \* SAP Documentation: CTI Integration Guide

### NEW QUESTION # 59

Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note:

There are 2 correct answers to this question.

- A. Subcategory
- B. Incident category
- C. Category
- D. Cause category

**Answer: A,C**

Explanation:

When creating a service catalog in SAP Service Cloud Version 2, you can use category and subcategory as the main categories to organize your services. A category is a high-level grouping of services that share a common theme or purpose, such as repair, maintenance, or installation. A subcategory is a lower-level grouping of services that belong to a category and provide more specific details, such as brake repair, oil change, or software installation. You can create multiple levels of subcategories to create a hierarchical structure for your service catalog. You can also assign attributes, such as priority, channel, or status, to each category or subcategory to define the service characteristics and conditions. Cause category and incident category are not categories that you can use when creating a service catalog. They are categories that you can use when creating a case to capture the root cause and the type of the service request, respectively. References = Configuring Categories, section "Service Categories" and "How to Create a Service Catalog"

### NEW QUESTION # 60

Which of the following actions can a Service Agent execute from the case "More Action" button?

Note: There are 3 correct answers to this question.

- A. Delete
- B. Escalate
- C. Handover
- D. Mark as unread
- E. Summary

**Answer: B,C,D**

Explanation:

From the "More Actions" menu, Service Agents can:

- \* Mark as Unread (C): Flags the case for follow-up.
- \* Handover (D): Transfers the case to another agent or team.
- \* Escalate (E): Elevates the case to a higher support tier.

Why other options are incorrect:

- \* A. Delete: Restricted to administrative roles.
- \* B. Summary: A view option, not an actionable function.

References:

- \* SAP Service Cloud Agent Desktop Guide: "Case Actions and Workflow".

### NEW QUESTION # 61

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

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

**Answer: B,C**

Explanation:

Service catalogs use categories to classify and organize service-related objects.

- \* Cases (A) are categorized to define their purpose (e.g., "Technical Support," "Billing Inquiry").
- \* Tasks (D) use categories to specify the nature of the activity (e.g., "Follow-up," "Approval").
- \* Phone calls (B) and registered products (C) do not utilize service catalog categories. Phone calls are tracked as interactions, while registered products are linked to customer assets.

References:

- \* SAP Help Portal: Service Catalogs and Categories
- \* SAP Documentation: Configuring Categories for Cases and Tasks

### NEW QUESTION # 62

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.

- A. Installed bases
- B. Registered products
- C. Installation points
- D. Products
- E. Registered products and installed bases related to the account only

**Answer: A,B,C**

Explanation:

The Related Objects facet in a case allows linking to:

- \* Registered Products (A): Specific instances of products (e.g., serialized items) tied to the customer.
- \* Installed Bases (B): Collections of products/components the customer owns.
- \* Installation Points (C): Physical/logical locations within an installed base (e.g., "Building A, Floor 3").

Why other options are incorrect:

- \* D. Account-Limited Objects: The facet includes all related objects, not restricted to the account.
- \* E. Products: Generic product definitions (from the product master) are not directly assignable here.

References:

\* SAP Service Cloud Guide: "Case-Related Objects Configuration".

## NEW QUESTION # 63

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