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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	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none"> 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 3	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
Topic 5	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> 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.
Topic 7	<ul style="list-style-type: none"> 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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q39-Q44):

NEW QUESTION # 39

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

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

Answer: A,C

NEW QUESTION # 40

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create incident through Settings > Incident
- B. Log incident with SAP Service Cloud user ID

- C. Log incident through SAP for Me
- D. Activate Built-In Support

Answer: C,D

NEW QUESTION # 41

Which of the following are mandatory to maintain when you want to create a new business user?

Note: There are 2 correct answers to this question.

- A. Business role
- B. Employee
- C. Organization
- D. E-mail

Answer: A,B

Explanation:

When creating a new business user in SAP Service Cloud Version 2, it is mandatory to maintain certain key elements. "Employee" information is crucial as it links the user account to an individual's employee record within the organization, providing context and defining the user's position and role within the company.

Additionally, assigning a "Business role" is essential as it determines the access levels, permissions, and functionalities available to the user based on their responsibilities and tasks within the organization.

NEW QUESTION # 42

Which actions are prerequisites to utilize registered products? Note: There are 2 correct answers to this question.

- A. Activate the service in the business role
- B. Create customer records
- C. Create an installed base
- D. Create numeric ranges for customers

Answer: A,C

Explanation:

To utilize registered products, you need to activate the service in the business role and create an installed base.

The service activation enables you to access the registered products work center view and perform actions such as creating, editing, and deleting registered products. The installed base is a hierarchical structure that represents the customer's physical or logical assets, such as equipment, software, or services. You can assign registered products to an installed base to track their location, status, and warranty information. References = Solution Guide for SAP Service Cloud Version 2, section "Registered Products" and "Installed Base"

NEW QUESTION # 43

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

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

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:

- ### NEW QUESTION # 44

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