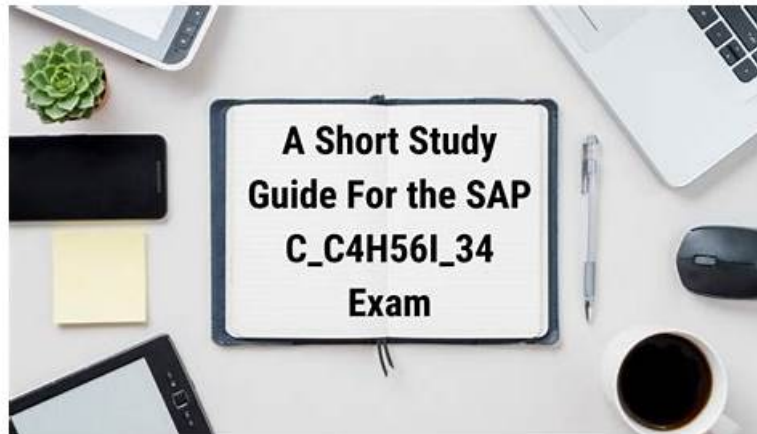


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SAP C_C4H56I_34 Exam Syllabus Topics:

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	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 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	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 5	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 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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q78-Q83):

NEW QUESTION # 78

Which elements can be used to determine the reaction time in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Sales contract
- B. Maintenance plan
- C. Case types
- D. Priority

Answer: C,D

Explanation:

In determining the reaction time for Service Level Agreements (SLAs) within SAP Service Cloud Version 2, "Priority" and "Case types" are key elements. The priority assigned to a case can directly influence the reaction time, with higher priority cases typically requiring faster response times. Case types also play a crucial role, as different types of cases may have varying levels of urgency and complexity, which can affect the expected reaction time. These elements help in setting appropriate response expectations and ensuring that cases are handled according to their significance and requirements.

NEW QUESTION # 79

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

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

Answer: A,B

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

NEW QUESTION # 80

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set scoping attributes
- B. Set up deals
- C. Maintain case types
- D. Set up Agent Desktop

Answer: C,D

Explanation:

The following configuration activities are part of SAP Service Cloud Version 2:

Maintain case types: You can maintain case types to define the different categories of cases that you handle in your service organization. You can specify the name, description, priority, status, and other attributes for each case type. You can also assign case types to service categories and service levels.

Set up Agent Desktop: You can set up Agent Desktop to customize the user interface and the functionality of the solution. You can configure the layout, the navigation, the cards, the widgets, the actions, the timeline, the quick create, and the search options for the Agent Desktop. References = Configuring Case Types, section Maintain Case Types; Configuring Agent Desktop, section Set Up Agent Desktop.

Configuration activities in SAP Service Cloud Version 2 include a range of tasks designed to tailor the system to specific business processes and requirements. "Maintaining case types" is a critical activity that involves defining and configuring the different categories of customer inquiries and issues that can be logged in the system. This configuration is essential for organizing, tracking, and managing cases efficiently. Another important configuration activity is "Setting up Agent Desktop," which involves customizing the user interface and functionalities available to service agents. This setup is crucial for ensuring that agents have access to the necessary tools, information, and workflows to effectively resolve customer cases.

NEW QUESTION # 81

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Assign the team responsible for handling cases.
- **B. Maintain and activate at least one e-mail channel.**
- C. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- **D. Create a case routing rule.**

Answer: B,D

Explanation:

To link customer e-mails with cases, you need to do the following configuration steps in SAP Service Cloud Version 2:

Maintain and activate at least one e-mail channel: You need to create an e-mail channel for each support e-mail address that you want to use to communicate with your customers. You also need to configure the settings for the e-mail channel, such as the technical e-mail address, the sender name, the sender e-mail address, and the reply-to e-mail address. You also need to verify and activate the e-mail channel, so that the incoming e-mails are forwarded from your company's e-mail server to the tenant's technical e-mail address.

Create a case routing rule: You need to create a case routing rule for each e-mail channel, to define how the incoming e-mails are processed and assigned to cases. You can specify the criteria for the case routing rule, such as the e-mail channel, the sender e-mail address, the subject, or the body of the e-mail.

You can also specify the actions for the case routing rule, such as creating a new case, updating an existing case, assigning a case type, assigning a team or a processor, or sending an auto-reply e-mail. References = Configuring Email, section Communication Channel Configuration - Email; Providing Expedited Service, section Inbound Email Linked to a Case.

NEW QUESTION # 82

Which actions could you take to control the reaction times of a case? Note: There are 3 correct answers to this question.

- **A. Change the priority.**
- **B. Adjust the SLA.**
- C. Assign a different team to the case.
- **D. Escalate the case.**
- E. Assign a territory to the case.

Answer: A,B,D

NEW QUESTION # 83

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