

C_C4H56I_34 Exam Fees & Valid C_C4H56I_34 Test Practice



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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 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	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 5	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	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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which capability ensures service agents send e-mail responses with the correct corporate branding?

- A. E-mail templates
- B. Autoflow
- C. Determination rules
- D. Workflow rules

Answer: A

NEW QUESTION # 60

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send event notifications
- B. Send info notifications
- C. Send object update
- D. Send e-mails
- E. Send event e-mail template

Answer: A,B,D

Explanation:

Autoflow is a feature that allows you to define rules that trigger actions based on certain conditions and events.

You can configure three types of actions for autoflow: send info notifications, send e-mails, and send event notifications. Send info notifications are messages that appear in the user interface of SAP Service Cloud Version 2 to inform users about the status of a process or an entity. Send e-mails are messages that are sent to external recipients, such as customers or partners, using predefined e-mail templates. Send event notifications are messages that are sent to integrated solutions, such as SAP Marketing Cloud or SAP Sales Cloud, using predefined event templates. You cannot configure autoflow to send object updates or event e-mail templates. Object updates are changes that are made to the fields or attributes of an entity, such as a case or a service order. Event e-mail templates are e-mail templates that are used to send event notifications to integrated solutions. To configure object updates, you need to use the administration tool. To configure event e-mail templates, you need to use the event management tool. References = Solution Guide for SAP Service Cloud Version 2, section "Autoflow", page 34.

NEW QUESTION # 61

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. The installed base must be set to active status.
- B. A customer needs to be assigned to the installed base.
- C. At least one registered product must be assigned to the installed base.
- D. An active service contract must be added to the installed base.

Answer: A,B

Explanation:

Prerequisites for using installed bases in cases:

- * Assign Customer (A): Links the installed base to a business partner for context.
- * Active Status (B): Only active installed bases can be referenced in cases.

Why other options are incorrect:

- * C. Registered Product: Not mandatory (e.g., empty installed bases can exist).
- * D. Service Contract: Optional for entitlements, not core to installed base usage.

References:

- * SAP Help Portal: "Installed Base in Case Management".

NEW QUESTION # 62

Which configuration can you use to trigger a warning message based on custom logic?

- **A. Create a validation**
- B. Create a page layout
- C. Create a determination
- D. Create an autoflow

Answer: A

Explanation:

A validation is a type of custom logic that enables you to generate error or warning messages in the system based on specific conditions. You can create a validation using the Custom Logic app and write your custom code using ABAP for key users. You can also test your validation using predefined test variants. For example, you can create a validation that triggers a warning message if the priority of a case is high and the due date is more than 10 days away. References = Working with Validations in the Service Cloud V2 Using Code Blocks; Custom Logic

NEW QUESTION # 63

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- **A. Configure the relevant action**
- B. Business flow
- **C. Mashup**
- D. Custom entity

Answer: A,C

NEW QUESTION # 64

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