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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"> 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 3	<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 4	<ul style="list-style-type: none"> 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 5	<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 6	<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 7	<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.

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

NEW QUESTION # 73

Which element can be used to restrict access to views?

- A. Service levels
- B. Code list restrictions
- **C. Business roles**
- D. Field extensions

Answer: C

Explanation:

Business roles are used to assign work centers and views to users, and also to define access restrictions and authorizations for each view. By using business roles, you can control which views are visible and editable for different users or groups of users. For example, you can restrict access to certain accounts, products, or tickets based on the user's organizational unit, territory, or other criteria. References = Apply Access Contexts and Restriction Rules, Restricting access the right way in SAP Cloud for Customer

NEW QUESTION # 74

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Maintain organizational units
- B. Select country theme
- C. Enable country/region
- D. Maintain exchange rate

Answer: A,C

Explanation:

When rolling out SAP Service Cloud Version 2 to multiple countries, it is essential to "Enable country/region" to ensure that the system is tailored to the specific regulatory, linguistic, and cultural requirements of each country. This involves configuring country-specific settings, such as local currencies, date formats, and legal regulations. Additionally, "Maintaining organizational units" for each different country is crucial. This involves setting up the organizational structure, including departments, divisions, and teams, in a way that reflects the operational and management structure in each country. This ensures that the system aligns with local business practices and organizational hierarchies.

NEW QUESTION # 75

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- C. It is not possible to change an existing Case Type, so deactivate it and create a new one.
- D. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.

Answer: D

Explanation:

In SAP Service Cloud Version 2, when a new case type is created and activated without assigning a service catalog, the recommended approach to address this oversight is to utilize the "Create New Version" action.

This action allows administrators to create a new iteration of the existing case type, wherein the necessary service catalog can be assigned. Following the assignment of the service catalog, this new version of the case type can then be activated, effectively updating the case type configuration to include the previously omitted service catalog. This process ensures that the case type is correctly configured with all required components, including the service catalog, without the need to deactivate or delete the original case type.

NEW QUESTION # 76

Which element can be used to restrict access to views?

- A. Service levels
- B. Code list restrictions
- C. Business roles
- D. Field extensions

Answer: C

NEW QUESTION # 77

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

Answer: C,D

NEW QUESTION # 78

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