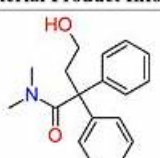


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Reference Material Product Information Sheet	
	
Name	4-Hydroxy-N,N-dimethyl-2,2-diphenylbutanamide
Synonym(s)	α -(2-hydroxyethyl)-N,N-dimethyl- α -phenyl-benzeneacetamide
Epichem Item #	EPL-AA294 Batch 1
CAS #	37743-13-8
Molecular Formula	C ₁₈ H ₁₇ NO ₂
Molecular Weight	283.37 g/mol
Appearance	White crystalline powder
Melting Point	134.2-135.5°C
Combustion Analysis	Required (%): C:76.3; H:7.5; N:4.9. Found (%): C:76.4; H:7.5; N:5.2.
Purity	100.0%
Date of Manufacture	11 th June 2024
Storage Requirements	Protect from heat, light and moisture.
Special Precautions	This compound is for laboratory use only. Its toxicological properties may not have been fully established. It should be handled only by suitably qualified personnel.
Intended Use	This compound is suitable for the identification of impurities and degradants in pharmaceutical materials. The purity assay is considered as relative contribution.
Date of Shipment	TBA
	This certificate is valid for one year from the date of shipment provided the substance is unopened and stored under the recommended conditions.
Retest Date	TBA (Proper Storage and Handling Required)

EPL-AA294 Batch 1

Epichem Pty Limited, Suite 11, 3 Brodie-Hall Drive, Bentley WA 6102, Australia
Tel + 61 8 9363 7888 www.epichem.com ABN 50 670 849 377

Form PC006.F07

Product Information Sheet

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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	- Master Data: This part evaluates the knowledge of a Data Management Specialist and focuses on setting up master data within the system. It includes configuring essential entities such as Account, Contact, Product, Organization, and employees to support business operations. - User Management: This domain tests the abilities of an Access Control Manager and involves managing the creation of users and business roles, including assigning the appropriate authorizations. It ensures the secure and efficient administration of user access within the platform.

Topic 2	Managing Clean Core: This part of the exam is designed for a Platform Optimization Lead and focuses on evaluating and applying clean core principles to customer experience solutions. It measures the ability to maximize business process agility, reduce adaptation efforts, and accelerate innovation.
Topic 3	Communication Channels: This section is intended for a Communication Solutions Specialist and covers the configuration of the Agent Desktop for Computer Telephony Integration (CTI) and Interaction Center processes. It also includes setting up the email communication channel for inbound and outbound scenarios.
Topic 4	Service Elements: This part of the exam is designed for a Service Process Designer and covers the configuration of Service Level Agreements (SLAs), categories, and case routing. It assesses the ability to define and manage service elements that impact customer support workflows.
Topic 5	Personalization and Extensibility: This part assesses the expertise of a Solution Customization Expert and involves managing personalization, extension fields, validations, and determinations. It looks at how users can tailor and extend the system to meet specific business needs.
Topic 6	Scenario Based Questions: This section evaluates the problem-solving abilities of a Solution Consultant and presents questions based on fictional scenarios to test comprehensive knowledge of SAP Service Cloud Version 2 in real-world contexts.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Responsible employee
- B. Account hierarchy
- C. Contact
- D. Service Team

Answer: A,D

Explanation:

In SAP Service Cloud V2, case routing can utilize master data such as Responsible employee to assign cases to specific individuals based on conditions like expertise or availability. Service Team is also used to route cases to predefined teams. According to SAP documentation, "Case routing rules can leverage master data like Responsible Employee and Service Team to determine case assignments." Contact (B) is a case attribute but not typically used for routing. Account hierarchy (C) is used for account management, not routing.

Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2

SAP Learning: Master Data in Case Routing

NEW QUESTION # 50

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

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

Answer: A,C

NEW QUESTION # 51

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Conditions can be based on standard fields.
- B. Too many rules affect system performance.
- C. Optimization from the back end is done automatically when too many autoflow rules exist.
- D. Autoflow rules must be assigned to the business role.
- E. Conditions can be based on extension fields.

Answer: A,B,E

NEW QUESTION # 52

Which of the following objects can be displayed in the Timeline tabstrip in the Customer Hub? Note: There are 2 correct answers to this question.

□

- A. Contracts
- B. Cases
- C. Installed base
- D. Calls

Answer: A,B

NEW QUESTION # 53

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Maintain the list of values and activate the Multi Value flag.
- B. Activate the Multi Value flag in the adaptation mode.
- C. Create an extension field with data type Object and data format Code.
- D. Create an extension field with data type String and data format Code.

Answer: A,D

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 54

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