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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">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 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"> • 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 4	<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 5	<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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q81-Q86):

NEW QUESTION # 81

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create business role
- B. Assign employee to organizational units
- C. Log in with initial user
- D. Create organizational structure

Answer: A,D

NEW QUESTION # 82

Which objects are determined when you are using case routing in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Service team
- B. Employee
- C. Service category
- D. Account

Answer: A,B

Explanation:

Case routing determines the employee (B) or service team (D) responsible for handling the case based on criteria like product, category, or priority.

* Service category (A) and account (C) are routing criteria, not determined objects.

References:

* SAP Help Portal: Case Routing Configuration

* SAP Documentation: Routing to Employees and Teams

NEW QUESTION # 83

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

- A. The warranty is assigned to a contract.
- **B. The warranty is assigned to a registered product.**
- C. Routing rules can be applied to warranties.
- D. The system can be set up so that certain service levels are not covered.

Answer: B

Explanation:

One of the main uses for warranty management in SAP Service Cloud Version 2 is to associate a warranty with a registered product. This allows the service agent to automatically determine the warranty coverage and validity when creating a case for a customer who owns the registered product. The warranty can include information such as the duration, the coverage option, and the start date. The warranty is created in the Products work center and then assigned to the registered product in the Registered Products work center. References = Managing Warranties - SAP Learning, Creating a Warranty - SAP Learning, Solution Guide for SAP Service Cloud Version 2, page 88

NEW QUESTION # 84

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

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

Answer: C,D

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:

* SAP Help Portal: Service Catalogs and Categories

* SAP Documentation: Configuring Categories for Cases and Tasks

NEW QUESTION # 85

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. In the general configuration of Agent Desktop
- **B. In the timeline configuration**
- C. In the Customer Hub screen configuration
- D. The event types are enabled by default and cannot be changed.

Answer: B

NEW QUESTION # 86

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