#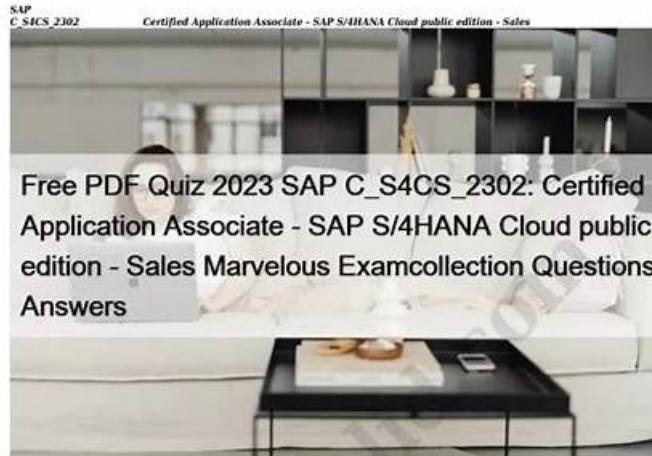 Free PDF Quiz 2025 Marvelous C_C4H56I_34: SAP Certified Application Associate - SAP Service Cloud Version 2 Certification Book Torrent

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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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 6	• 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 7	• 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.

Answers C_C4H56I_34 Real Questions & C_C4H56I_34 Exam Questions Vce

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q48-Q53):

NEW QUESTION # 48
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. Installed base
- B. Contracts
- C. Cases
- D. Calls

Answer: C,D

Explanation:
The Timeline tabstrip in the Customer Hub provides a chronological view of customer interactions and related activities.
* Cases (A) are displayed here to track the history of customer issues and resolutions.
* Calls (D) (phone interactions) are shown as part of the interaction timeline.
* Installed base (B) and contracts (C) are managed in separate sections (e.g., dedicated tabs for assets or agreements) and do not appear in the Timeline.
References:
* SAP Help Portal: Customer Hub Timeline
* SAP Documentation: Managing Customer Interactions

NEW QUESTION # 49

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Use the web page URL of the external solution for extracting input parameters in the mashup
- B. Define a custom screen for the mashup.
- C. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- D. Create a mashup to embed the web page of the external solution.
- E. Develop a custom business object.

Answer: A,C,D

Explanation:
According to the SAP Service Cloud Version 2 learning resources, to enable service agents to access and perform actions in an external solution, such as SAP S/4HANA Service, from a specific case type, the administrator has to do the following steps:
* Create a mashup to embed the web page of the external solution. A mashup is a way to integrate data or functionality from another web application into SAP Service Cloud Version 2. The mashup can be configured to pass input parameters from the case to the external solution, such as the case ID, the account ID, or the product ID.
* Use the web page URL of the external solution for extracting input parameters in the mashup. The web page URL of the external solution is the source of the mashup, and it can be used to define the input parameters that the mashup will send to the external solution. For example, if the web page URL of the external solution is https://s4hana-service.com/create-order?caseId={caseId}&accountId={accountId}, then the mashup can use the placeholders {caseId} and {accountId} to extract the values from the case and pass them to the external solution.
* Include a dedicated step pointing to the mashup in one of the phases of the case type. A case type is a template that defines the phases and steps that a case goes through from creation to closure. A step is a specific action that a service agent can perform on a case, such as sending an email, creating a task, or launching a mashup. By including a dedicated step pointing to the mashup in one of the phases of the case type, the administrator can enable the service agents to access the external solution from the case screen. The other options are not correct because:
* Developing a custom business object is not necessary to access an external solution from a case type. A custom business object is a way to extend the data model of SAP Service Cloud Version 2 by creating new entities and fields that are not available in the standard solution.
* Defining a custom screen for the mashup is not required to access an external solution from a case type.
A custom screen is a way to create a new user interface for a custom business object or a standard business object that has been extended with custom fields. A mashup does not need a custom screen, as it uses the web page of the external solution as its user interface. References = Integrating SAP Customer Service, Service Operations and Field Service, Solution Guide for SAP Service Cloud Version 2

NEW QUESTION # 50

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. An autoflow
- B. A determination
- C. A workflow
- D. A page layout

Answer: B

Explanation:
A determination is a rule that assigns a value to a field based on the value of another field or a calculation. For example, you can create a determination that sets the priority of a case based on the urgency and impact fields. A page layout, a workflow, and an autoflow are not used for field calculations. References = [Solution Guide for SAP Service Cloud Version 2 - SAP Online Help], [SAP Service Cloud Version 2 Feature Scope]

NEW QUESTION # 51

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

Answer: B,D

Explanation:

You can use mashups and actions to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator. Mashups are web-based applications that combine data or functionality from different sources, such as SAP S/4HANA. Actions are predefined or custom operations that can be executed on business objects, such as opening an SAP S/4HANA transaction. To enable user access to an SAP S/4HANA transaction, you need to create a mashup for the transaction URL and configure the relevant action to call the mashup. References = SAP Service Cloud Version 2 | SAP Help Portal, SAP Service Cloud Version

2 Integration Guides for SAP S/4HANA, SAP Service Cloud Version 2 Mashups, SAP Service Cloud Version
2 Actions

NEW QUESTION # 52
You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not configured in fine-tuning.
- B. Service Level Agreements are not activated as a service.
- C. A workflow rule was not scheduled to trigger the determination.
- D. The determination rules have been configured, but not activated.

Answer: B,D

Explanation:

Reasons SLA determination may fail:

* A. SLAs Not Activated as a Service: SLAs must be explicitly activated under "Service Activation" in the system.
* C. Rules Not Activated: Determination rules require activation post-configuration to take effect.

Why other options are incorrect:

* B. Fine-Tuning Configuration: Adjusts existing rules but does not enable SLA derivation.
* D. Workflow Rule Scheduling: SLAs are determined automatically via rules, not workflow triggers.

References:

* SAP Service Cloud Guide: "SLA Activation and Rule Configuration".

NEW QUESTION # 53

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