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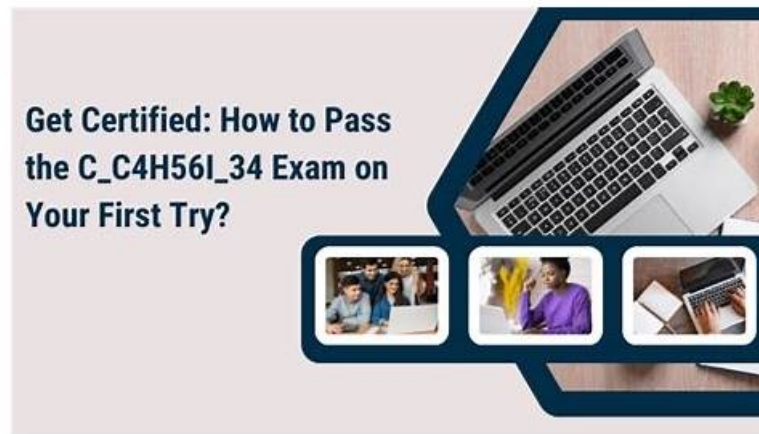
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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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 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 (Q45-Q50):

NEW QUESTION # 45
Which tool can you use to rename the cases facet?

- A. Page layout
- B. Adaptation tool
- C. Language adaptation tool
- D. Workflow with action type field update

Answer: C

NEW QUESTION # 46
You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

- A. Routing
- B. Prioritization settings
- C. Process for cases
- D. Escalation

Answer: A

NEW QUESTION # 47
Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.

- A. Cases by SLA
- B. Cases by Source/Channel
- C. Cases by Service Team
- D. Cases by Priority
- E. Cases by Category

Answer: B,D,E

NEW QUESTION # 48
What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Log incident with SAP Service Cloud user ID
- B. Create incident through Settings > Incident
- C. Activate Built-In Support
- D. Log incident through SAP for Me

Answer: C,D

NEW QUESTION # 49
To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Response templates
- B. Service levels
- C. Registered products
- D. Accounts

Answer: C,D

NEW QUESTION # 50

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