

Pass Guaranteed 2025 C_C4H56I_34: SAP Certified Application Associate - SAP Service Cloud Version 2—Reliable Vce File



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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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	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	• 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 (Q65-Q70):

NEW QUESTION # 65

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Create territory hierarchy levels
- B. Remove personal data from the business user
- C. Assign employee to organizational unit
- D. Assign restriction rules

Answer: B,D

NEW QUESTION # 66

What is the only way to change an active case type?

- A. Edit the name of the existing case type.
- B. Copy an existing case type.
- C. It is not possible to change an existing case type.
- D. Execute the Create New Version action.

Answer: D

Explanation:

Existing Cases can be changed, but only by executing the action "Create New Version" from the existing Case Type that has to be modified. For example, if after creating a new Case Type, the Administrator realizes that the Service Catalog is missing, they will have to execute the action Create New Version from the existing Case Type, then enter the service catalog and activate the new version. References = Creating a Case Type

NEW QUESTION # 67

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.
- B. Obtain API token credentials from the knowledge base provider.
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- D. Configure the relevant integration flow.

Answer: A,C

Explanation:

To give service agents access to knowledge base articles in SAP Service Cloud Version 2, administrators need to perform specific configurations within the system. This involves maintaining the settings for the knowledge base provider, which could be an internal solution or a third-party service integrated with SAP Service Cloud.

By properly configuring these settings, the system can connect to the knowledge repository and retrieve relevant articles.

Additionally, setting up the knowledge base articles within SAP Service Cloud is essential.

This setup includes defining article structures, content, and access permissions to ensure that agents can efficiently find and utilize the information to assist customers, thereby enhancing the quality and speed of service

NEW QUESTION # 68

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. A filter option for the case summary
- B. Business role assignment
- C. To control validity of the service catalog
- D. Case responsibility determination
- E. Service level determination

Answer: A,D,E

Explanation:

Service catalog categories are used for:

* B. Service Level Determination: Maps categories to specific SLAs (e.g., priority, response time).

* C. Filter in Case Summary: Organizes cases by category for reporting and analysis.

* E. Case Responsibility Determination: Routes cases to teams/agents based on category expertise.

Why other options are incorrect:

* A. Validity Control: Managed via validity periods, not categories.

* D. Business Role Assignment: Governed by roles/organizational units, not categories.

References:

* SAP Help Portal: "Service Catalog Use Cases".

NEW QUESTION # 69

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

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

Answer: B,D

Explanation:

Employees can be assigned to:

* Accounts (A): To designate responsibility for specific customers.

* Service levels (C): To define response/resolution time commitments for cases.

* Response templates (B) and registered products (D) do not involve employee assignments.

References:

* SAP Help Portal: Employee Assignments

* SAP Documentation: Service Level Configuration

NEW QUESTION # 70

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