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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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	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 5	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.
Торіс 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.
Торіс 7	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.

SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q77-Q82):

NEW QUESTION #77

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Products
- B. Service contracts
- C. Registered products
- D. Contacts

Answer: C,D

NEW QUESTION # 78

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 #79

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

- A. Access interactions and notes in the timeline tab
- B. View customer details
- C. Edit customer details
- D. Create a new e-mail message or a new case from the What Would You like to do? area
- E. Launch a customer survey

Answer: A,B,D

Explanation:

In the Customer Hub, agents can:

- * View customer details (D): Basic information, account hierarchy, etc.
- * Create emails/cases via What Would You Like to Do? (B): Quick actions for customer engagement.
- * Access interactions/notes in the timeline (E): Historical records of calls, cases, and notes.
- * Editing customer details (A) requires specific permissions and is not universally allowed.
- * Launching surveys (C) is typically managed via separate processes, not directly in the Customer Hub.

References:

- * SAP Help Portal: Customer Hub Agent Actions
- * SAP Documentation: Agent Desktop Capabilities

NEW QUESTION #80

Which element can be used to restrict access to views?

- A. Business roles
- B. Code list restrictions
- C. Field extensions
- D. Service levels

Answer: A

Explanation:

Business roles are used to assign work centers and views to users, and also to define access restrictions and authorizations for each view. By using business roles, you can control which views are visible and editable for different users or groups of users. For example, you can restrict access to certain accounts, products, or tickets based on the user's organizational unit, territory, or other criteria. References = Apply Access Contexts and Restriction Rules, Restricting access the right way in SAP Cloud for Customer

NEW QUESTION #81

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.

- A. Workflow
- B. Message
- C. Action
- D. Condition

Answer: B,D

Explanation:

The validation editor is a tool that allows you to create custom logic to validate data and display error or warning messages based on certain conditions. The validation editor has four types of blocks: Message, Condition, Action, and Workflow. However, only the Message and Condition blocks are available for creating validations. The other two blocks are used for creating determinations, which are different from validations.

The Message block is used to define the type, text, and severity of the message that will be displayed to the user when the validation is triggered. You can choose between Error, Warning, or Information messages, and customize the message text according to your needs. The severity of the message determines whether the user can proceed with the save action or not. For example, an Error message will prevent the user from saving the data, while a Warning message will allow the user to save the data with a confirmation. The Condition block is used to specify the criteria that will trigger the validation. You can use various operators and expressions to define complex conditions based on the data in the fields. You can also use logical connectors such as AND, OR, and NOT to combine multiple conditions. For example, you can create a condition that checks if the status of a case is Closed and the resolution is empty, and then display an error message to the user.

References = Creating Block Based Validation in SAP Service Cloud Version 2, Working with Validations in the Service Cloud V2 Using Code Blocks, Solution Guide for SAP Service Cloud Version 2

NEW QUESTION #82

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