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NEW QUESTION 42
What are the available methods through which you can fill staging tables in the SAP HANA database of the target system? Note: There are 3 correct answers to this question.

- A. Customer's ETL tools
- B. SAP Smart Data Access
- C. SAP SQL Anywhere
- D. SAP HANA Smart Data Integration (SDI)
- E. XML templates

Answer: A,D,E

NEW QUESTION 43
What are the prerequisites for using the SAP Fiori Test Your Processes app? Note: There are 2 correct answers to this question.

- A. The productive system is connected to the implementation landscape
- B. SAP Best Practices are activated in the quality system
- C. The test scripts are uploaded in the productive system
- D. The quality system is connected to the Test Execution Service on SAP Cloud Platform

Answer: B,D

NEW QUESTION 44
Which of the following Business Add-Ins (BAdIs) are available for the Fiori app Create Internal Projects? Note: There are 3 correct answers to this question.

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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	• 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 3	• 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	• 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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q70-Q75):

NEW QUESTION # 70

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

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

Answer: B,D,E

Explanation:

The categories in the service catalog can be used for service level determination, a filter option for the case summary, and case responsibility determination. Service level determination is the process of assigning a service level agreement (SLA) to a case based on the category and other attributes. A filter option for the case summary allows the user to view cases by category or subcategory. Case responsibility determination is the process of assigning a case to a service agent or a service team based on the category and other criteria. References = Configuring Categories, Creating the Statuses for Cases, Service Categorization with Machine Learning

NEW QUESTION # 71

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

- A. Product
- B. Installed base
- C. Contract
- D. Customer

Answer: A,D

Explanation:

To create a registered product in SAP Service Cloud Version 2, you need the following objects:

* Product: This is the generic definition of the product that you want to register. It contains the basic information such as the name, description, category, and price of the product. You can create products in the Products work center, under the Products view.

* Customer: This is the individual or organization that owns the registered product. It can be either an account or an individual customer. You can create customers in the Customers work center, under the Accounts or Individual Customers view.

The other objects are not mandatory for creating a registered product, but they can be used to provide additional information or functionality. For example:

* Installed base: This is a collection of registered products that belong to the same customer and are located at the same site. It can be used to group and manage related registered products more easily.

You can create installed bases in the Installed Base work center, under the Installed Base view.

* Contract: This is an agreement between the customer and the service provider that defines the terms and conditions of the service delivery. It can be used to determine the service entitlements and pricing for the registered product. You can create contracts in the Contracts work center, under the Contracts view.

References =

* Creating a Registered Product - SAP Learning, slide 3-4

* Solution Guide for SAP Service Cloud Version 2, page 31-32

NEW QUESTION # 72

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- C. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- D. It is not possible to change an existing Case Type, so deactivate it and create a new one.

Answer: B

NEW QUESTION # 73

How can service agents create cases? Note: There are 2 correct answers to this question.

- A. In the case workload, Create button (+) and select Case.
- B. In the Related Service Object facet of registered products, Create button (+) and select Case.
- C. In Agent Desktop, click the Create button (+) and select Case.
- D. In the Account General facet, Create button (+) and select Case.

Answer: C,D

Explanation:

Agents can create cases via:

* A. Agent Desktop Create Button: Direct case creation from the primary interface.

* B. Account General Facet: Create cases linked to a specific account for context.

Why other options are incorrect:

* C. Related Service Object Facet: Typically used for adding products/installed bases, not case creation.

* D. Case Worklist: Focuses on existing cases, not creation.

References:

* SAP Service Cloud Agent Desktop Guide: "Creating Cases".

NEW QUESTION # 74

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Maintain and activate at least one e-mail channel.
- B. Assign the team responsible for handling cases.
- C. Create a case routing rule.
- D. Set up a rule to route the e-mail to the tenant's technical e-mail address.

Answer: A,C

Explanation:

To link customer e-mails with cases, you need to do the following configuration steps in SAP Service Cloud Version 2:
Maintain and activate at least one e-mail channel: You need to create an e-mail channel for each support e-mail address that you want to use to communicate with your customers. You also need to configure the settings for the e-mail channel, such as the technical e-mail address, the sender name, the sender e-mail address, and the reply-to e-mail address. You also need to verify and activate the e-mail channel, so that the incoming e-mails are forwarded from your company's e-mail server to the tenant's technical e-mail address.

Create a case routing rule: You need to create a case routing rule for each e-mail channel, to define how the incoming e-mails are processed and assigned to cases. You can specify the criteria for the case routing rule, such as the e-mail channel, the sender e-mail address, the subject, or the body of the e-mail.

You can also specify the actions for the case routing rule, such as creating a new case, updating an existing case, assigning a case type, assigning a team or a processor, or sending an auto-reply e-mail. References = Configuring Email, section Communication Channel Configuration - Email; Providing Expedited Service, section Inbound Email Linked to a Case.

NEW QUESTION # 75

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