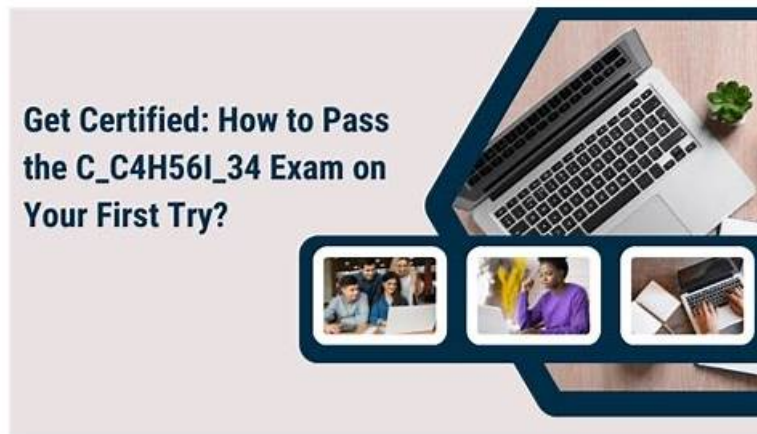


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SAP C_C4H56I_34 Exam Syllabus Topics:

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	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	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	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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample

Questions (Q22-Q27):

NEW QUESTION # 22

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

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 # 23

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen?

Note: There are 2 correct answers to this question.

- A. Service orders
- **B. Cases**
- C. Maintenance plan
- **D. Registered products**

Answer: B,D

NEW QUESTION # 24

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.

- **A. Installation points**
- B. Registered products and installed bases related to the account only
- **C. Registered products**
- **D. Installed bases**
- E. Products

Answer: A,C,D

NEW QUESTION # 25

Which capability ensures service agents send e-mail responses with the correct corporate branding?

- **A. E-mail templates**
- B. Workflow rules
- C. Determination rules
- D. Autoflow

Answer: A

Explanation:

E-mail templates are used to define the fixed content (such as subject or disclaimer) and variable parts (such as the form of address) of the email responses that service agents send to customers. E-mail templates can also be customized to include the corporate branding, such as logos, colors, fonts, and signatures, according to the needs of the service organization. E-mail templates can be created and maintained using the Configuring Email app in SAP Service Cloud Version 2. References = Configuring Email - SAP Learning, Maintain Email Templates | SAP Help Portal, Configuring Email Templates - SAP Customer Data Cloud, Configuring Email Templates | SAP Help Portal

NEW QUESTION # 26

Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- **A. Unrestricted**
- B. Define specific restriction
- **C. Restricted**
- **D. No access**
- E. Full access

Answer: A,C,D

NEW QUESTION # 27

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