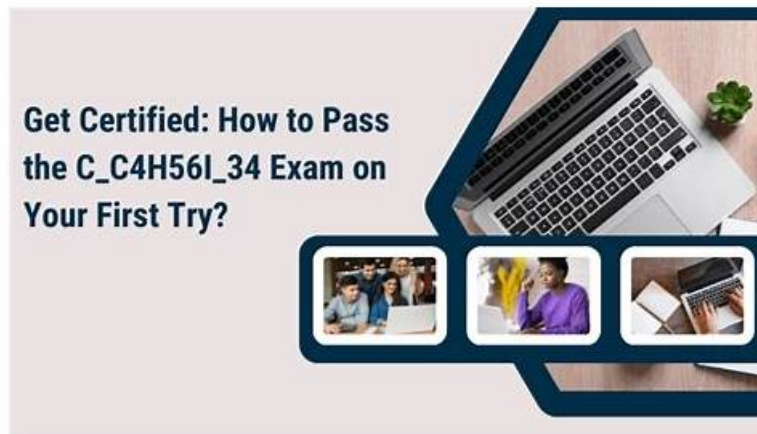


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### SAP C\_C4H56I\_34 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q54-Q59):

### NEW QUESTION # 54

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the product page
- B. In the My Cases Summary card available in the home page
- C. In the case worklist by choosing the Case app from the menu
- D. In the cases settings view

**Answer: B,C**

### NEW QUESTION # 55

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Enable country/region
- B. Maintain exchange rate
- C. Select country theme
- D. Maintain organizational units

**Answer: A,D**

### NEW QUESTION # 56

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Service contract
- B. Operating hours
- C. Working calendar
- D. Maintenance plan

**Answer: B,C**

Explanation:

The due dates defined in Service Level Agreements are calculated based on the following elements:

Working calendar: This is a calendar that defines the working days and hours for a specific country or region. It also includes the public holidays and other non-working days for that location. The working calendar is used to determine the actual duration of a service level objective, excluding the non-working time<sup>1,2</sup>.

Operating hours: This is a time interval that defines the availability of a service team or an individual employee. It specifies the start and end time of the working hours for each day of the week. The operating hours are used to determine the actual response time of a service level objective, excluding the time when the service team or employee is not available<sup>3</sup>.

The service contract and the maintenance plan are not elements that are used to calculate the due dates defined in Service Level

Agreements. The service contract is an agreement between a service provider and a customer that defines the scope, terms, and conditions of the service delivery. The maintenance plan is a schedule that defines the frequency and type of maintenance activities for an installed base object.

References = 1: Working Calendar - SAP Online Help, 2: Configuring a Service Level Agreement - SAP Learning, 3: Operating Hours - SAP Online Help, : [Using Service Level Agreements - SAP Learning], : [Service Contract - SAP Online Help], : [Maintenance Plan - SAP Online Help]

#### NEW QUESTION # 57

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

- A. Channel type
- B. Mashup service
- C. Channel e-mail ID
- D. Case type
- E. Default account

**Answer: A,C,E**

Explanation:

When configuring a new email channel in SAP Service Cloud Version 2, administrators have the ability to maintain several key parameters to ensure the proper setup and functioning of the email communication channel. The "Channel type" parameter is fundamental, as it defines the nature of the channel being configured, in this case, specifying it as an email channel. The "Channel email ID" is another crucial parameter, identifying the specific email address associated with this channel, through which incoming and outgoing communications are routed. Lastly, the "Default account" parameter is essential for defining the default system account or user that will be associated with emails received through this channel, ensuring that emails are correctly routed and managed within the SAP Service Cloud system.

#### NEW QUESTION # 58

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Individual customers
- B. Groups
- C. Channel partners
- D. Contacts

**Answer: A,D**

Explanation:

In SAP Service Cloud Version 2, there are three types of account to choose from: business or company customer (referred to as Account), individual customer, and contact. Contacts are associated with accounts and can have different roles, such as decision maker, influencer, or end user. Individual customers are accounts that represent a single person, such as a consumer or a sole proprietor. Channel partners are not a separate account type, but a role that can be assigned to an account. Groups are not an account type, but a way to organize accounts into categories, such as industry, region, or segment. References = Creating Customer Account Master Data, SAP Service Cloud Version 2 Feature Scope Description

#### NEW QUESTION # 59

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