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SAP Certified Associate - Implementation Consultant - SAP

Service Cloud Version 2

QUESTION & ANSWERS

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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	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.

Topic 2	• 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 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	• 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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q38-Q43):

NEW QUESTION # 38

How can you trigger an event notification based on a specific condition?

- A. Configure event management
- **B. Configure autoflow**
- C. Configure integration setting
- D. Implement SDK logic

Answer: B

NEW QUESTION # 39

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- **A. Service Level Agreements are not configured in fine-tuning.**
- B. The determination rules have been configured but not activated.
- **C. Service Level Agreements are not activated as a service.**
- D. A workflow rule was not scheduled to trigger the determination.

Answer: A,C

NEW QUESTION # 40

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. Cases**
- **B. Calls**
- C. Contracts
- D. Installed base

Answer: A,B

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 # 41

Which tool can you use to rename the cases facet?

- **A. Language adaptation tool**
- B. Page layout
- C. Workflow with action type field update
- D. Adaptation tool

Answer: A

Explanation:

The language adaptation tool allows you to rename the labels of UI elements, such as the cases facet, in different languages. You can access the tool from the user menu by clicking on Settings and then Language Adaptation. You can select the language and the scope of the adaptation, and then search for the label you want to change. You can also export and import the adaptations as CSV files. References = Solution Guide for SAP Service Cloud Version 2, page 16.

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NEW QUESTION # 42

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

Answer: B,C

Explanation:

According to the SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA document, the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA: Business Partner (Customer - bi-directional), Equipment (bi-directional), Registered Product (bi-directional), Contact (bi-directional), and Service Order (bi-directional). Therefore, the correct answers are A and B, as registered products and contacts are among the objects that can be replicated. References = SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA

NEW QUESTION # 43

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