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

| Topic   | Details                                                                                                                                                                                                                                                                      |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <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 2 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                                                                       |
| Topic 3 | <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>                                                                                                    |
| Topic 4 | <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 5 | <ul style="list-style-type: none"> <li>• 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.</li> </ul> |

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## New C\_C4H56I\_34 Exam Pattern - Valid Test C\_C4H56I\_34 Tutorial

At Exam4Labs, we are proud to offer you actual C\_C4H56I\_34 exam questions in our SAP C\_C4H56I\_34 practice exam material. This actual study material has been checked and approved by leading professionals in the field. A team of over 90,000 experts and professionals have collaborated to design the SAP Certified Application Associate - SAP Service Cloud Version 2 (C\_C4H56I\_34) exam material, ensuring that you receive both theoretical knowledge and practical insights to excel in the SAP Certified Application Associate - SAP Service Cloud Version 2 exam.

## SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q28-Q33):

### NEW QUESTION # 28

You want to assign a value to a specific field based on another field value calculation. Which of the Can you create the following to enable the field calculation?

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

**Answer: D**

### NEW QUESTION # 29

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

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

**Answer: A,C,D**

Explanation:

Service catalog categories are used for:

\* B. Service Level Determination: Maps categories to specific SLAs (e.g., priority, response time).

- \* C. Filter in Case Summary: Organizes cases by category for reporting and analysis.
  - \* E. Case Responsibility Determination: Routes cases to teams/agents based on category expertise.
- Why other options are incorrect:
- \* A. Validity Control: Managed via validity periods, not categories.
  - \* D. Business Role Assignment: Governed by roles/organizational units, not categories.
- References:
- \* SAP Help Portal: "Service Catalog Use Cases".

### NEW QUESTION # 30

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

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

**Answer: A,B,C**

Explanation:

In the Related Objects facet of a case, you can maintain the following information:

Registered products: You can add registered products that are related to the case, such as the product that caused the issue, the product that needs to be repaired, or the product that needs to be replaced. You can also view the product details, such as the serial number, the warranty, the reading value, and the status.

Installed bases: You can add installed bases that are related to the case, such as the location where the product is installed, the configuration of the product, or the hierarchy of the product components. You can also view the installed base details, such as the ID, the description, the account, and the status.

Products: You can add products that are related to the case, such as the product that needs to be ordered, the product that needs to be delivered, or the product that needs to be invoiced. You can also view the product details, such as the ID, the description, the quantity, and the price. References = Solution Guide for SAP Service Cloud Version 2, section Related Objects.

### NEW QUESTION # 31

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

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

**Answer: A,B,C**

### NEW QUESTION # 32

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

**Answer: B,D**

Explanation:

The Entities facet in the Customer Hub displays transactional objects linked to the customer:

- \* Service orders (B): Track service delivery or repairs.
- \* Cases (C): Record customer issues and resolutions.
- \* Maintenance plans (A) and registered products (D) appear in other facets (e.g., Assets).

- \* SAP Help Portal: Customer Hub Entities Facet
- \* SAP Documentation: Entities Facet Configuration

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