

Three Formats for SAP C-C4H56I-34 Practice Tests

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C_C4H56I_34: SAP Service Cloud Version 2 - Implementation Consultant - Full | ERPPrep



C_C4H56I_34: SAP Service Cloud Version 2 - Implementation Consultant - Full

You got 2 of 80 possible points.
Your score was: 3 %

Question Results

Question:

Score 0 of 1

When would you implement the Approval function in SAP Cloud for Customer?
There are 2 correct answers to this question.

Response:



You want to define multiple review processor for the same business object



You want an administrator to activate a custom business object



You want to define multiple review steps for the same business object



You want another user to review a business object before it is processed further

Question:

Score 1 of 1

When should a maintenance plan for a registered product with schedule type Absolute be created?
Please choose the correct answer.

Response:

You want to check on the usage limit at 3000 km.

You want to check on the usage limit at 12 months.

You want to check on the usage limit at 15 000 km or 12 months.



You want to regularly check on the usage limit and plan for additional maintenance activities.

<https://www.erpprep.com/user/quiz/4609101/userresults>

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SAP C-C4H56I-34 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.
Topic 6	• 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 7	• 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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q26-Q31):

NEW QUESTION # 26

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. Create a case routing rule.**
- C. Assign the team responsible for handling cases.
- D. Set up a rule to route the e-mail to the tenant's technical e-mail address.

Answer: A,B

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 # 27

You have integrated Microsoft Teams with SAP Service Cloud Version 2.

Where can service agents start sharing workspaces for cases by clicking on the Share Workspace icon? Note: There are 2 correct answers to this question.

- A. In the interaction log
- B. In the case worklist
- C. In Agent Desktop
- D. In the case

Answer: C,D

Explanation:

With the integration of Microsoft Teams into SAP Service Cloud Version 2, service agents gain the ability to enhance collaboration around case management. The Share Workspace icon, a key feature of this integration, allows agents to initiate shared workspaces directly from a case or within the Agent Desktop environment.

This functionality facilitates real-time collaboration and communication among team members, making it easier to discuss case details, share insights, and collectively work towards resolutions, all within the familiar interface of Microsoft Teams

NEW QUESTION # 28

To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Accounts
- C. Response templates
- D. Service levels

Answer: B,D

Explanation:

Employees can be assigned to:

* Accounts (A): To designate responsibility for specific customers.

* Service levels (C): To define response/resolution time commitments for cases.

* Response templates (B) and registered products (D) do not involve employee assignments.

References:

* SAP Help Portal: Employee Assignments

* SAP Documentation: Service Level Configuration

NEW QUESTION # 29

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign products to existing accounts.
- B. Create installed bases.
- C. Create accounts and contacts.
- D. Use a mashup to execute transactions in other SAP solutions.

Answer: C,D

Explanation:

According to the SAP Service Cloud Version 2 documents and learning resources, you can do the following things with Agent Desktop in SAP Service Cloud Version 2:

Create accounts and contacts. Agent Desktop allows you to create and maintain master data for accounts and contacts, which are essential for managing customer relationships and service requests. You can also view and edit the account hierarchy, the contact roles, and the communication preferences of the accounts and contacts.

Use a mashup to execute transactions in other SAP solutions. Agent Desktop enables you to integrate with other SAP solutions,

such as SAP S/4HANA Service, SAP Field Service Management, or SAP Marketing Cloud, by using mashups. Mashups are web pages that are embedded in the Agent Desktop and can pass input parameters from the service objects, such as cases, tickets, or registered products, to the external solutions. You can use mashups to perform actions in the external solutions, such as creating a service order, scheduling a service appointment, or launching a marketing campaign, without leaving the Agent Desktop.

The other options are not correct because:

Creating installed bases is not possible with Agent Desktop in SAP Service Cloud Version 2. Installed bases are collections of products that are installed at a customer site and require service or maintenance.

Installed bases are created and managed in the Installed Base work center, which is not part of the Agent Desktop.

Assigning products to existing accounts is not possible with Agent Desktop in SAP Service Cloud Version 2. Products are items that are sold or serviced by your company, and they can be assigned to accounts or contacts as attributes. Products are assigned and maintained in the Products work center, which is not part of the Agent Desktop. References = Introducing Agent Desktop in SAP Service Cloud Version 2, Using Agent Desktop with SAP Service Cloud, Description SAP Service Cloud Version 2 Feature Scope, Agent Console Add-On for SAP Service Cloud Agent Desktop in SAP Service Cloud Version 2 is a versatile tool that enables service agents to perform a variety of tasks efficiently. Among its capabilities, creating accounts and contacts directly from the interface stands out as a fundamental feature, allowing agents to manage customer information seamlessly.

Additionally, the Agent Desktop supports the use of mashups, which are integrations with external applications or web content. These mashups enable agents to execute transactions or access data in other SAP solutions without leaving the Agent Desktop environment, thereby enhancing productivity and providing a unified user experience

NEW QUESTION # 30

Which attribute can you assign to a warranty?

- A. Registered products
- B. Dates
- C. Duration
- D. Non-covered categories

Answer: C

NEW QUESTION # 31

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