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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	• 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 (Q14-Q19):

NEW QUESTION # 14
What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

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

Answer: A,D

NEW QUESTION # 15
You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

- A. Process for cases
- B. Escalation
- C. Prioritization settings
- D. Routing

Answer: D

Explanation:
Routing is the feature that can help with automatically assigning employees to a case based on relevant attributes, such as channel, subject, priority, or account. Routing rules enable companies to handle a high volume of messages and deliver the case to the right team or person. SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine1.
Escalation, prioritization settings, and process for cases are not features that can help with automatic case assignment. Escalation is a feature that allows agents or managers to escalate a case to a higher level of authority or expertise when needed2. Prioritization settings are a feature that allows administrators to define how cases are prioritized based on urgency and impact3. Process for cases is a feature that allows administrators to define the steps and tasks that need to be completed for a case based on its type and category4.
References = 1: Configuring Case Routing Rules - SAP Learning, 2: Escalation - SAP Online Help, 3: Prioritization Settings - SAP Online Help, 4: Process for Cases - SAP Online Help

NEW QUESTION # 16

You cannot access cases in SAP Service Cloud Version 2. What could be the reason?

- A. The employee is not assigned to the correct business role.
- B. Access rights for cases are limited to read access.
- C. Access to the Case app is NOT enabled for the business user.
- D. Access rights are directly assigned to the business user.

Answer: A,C

Explanation:
You cannot access cases in SAP Service Cloud Version 2 if you do not have the appropriate access rights or permissions. There are two possible reasons for this: either access to the Case app is not enabled for the business user, or the employee is not assigned to the correct business role. Access to the Case app is enabled by adding the Case work center and the relevant work center views to the business role assigned to the business user. The business role defines the functional scope and access rights of the user for specific tasks and operations. If the business user does not have the Case work center or the necessary work center views in their business role, they will not be able to access cases in SAP Service Cloud Version 2. Alternatively, the employee may have the Case work center and work center views in their business role, but they may not be assigned to the correct business role in the first place. The business role assignment is done in the Employee work center, where the administrator can assign one or more business roles to each employee. If the employee is not assigned to the business role that has the Case work center and work center views, they will not be able to access cases in SAP Service Cloud Version 2. References = Creating Business Roles, section "How to Add a Work Center to a Business Role" and "How to Add a Work Center View to a Business Role"; Assigning Business Roles to Employees, section "How to Assign a Business Role to an Employee"

NEW QUESTION # 17

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note:
There are 2 correct answers to this question.

- A. Log incident through SAP for Me
- B. Create incident through Settings > Incident
- C. Log incident with SAP Service Cloud user ID
- D. Activate Built-In Support

Answer: A,D

NEW QUESTION # 18

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Technical
- B. Administration
- C. Business
- D. Development

Answer: A,C

NEW QUESTION # 19

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