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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	• 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.
Topic 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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

Which of the following describe how access restrictions are governed in SAP Service Cloud Version2?

- A. Unrestricted access rights override any restrictions you have defined.
- B. Restricted access rights override any unrestricted access you have defined.
- C. You can decide if access rights override any restrictions you have defined.
- D. If the access rights are contradictory, the system automatically grants no access.

Answer: A

Explanation:

In SAP Service Cloud Version 2, access restrictions are governed by a set of rules that determine user permissions and access levels. When there is a conflict between access rights, "Unrestricted access rights override any restrictions you have defined." This means that if a user is granted unrestricted access rights in one area, these rights will take precedence over any other specific restrictions that might have been set, ensuring that users retain access to critical functions and information necessary for their roles.

NEW QUESTION # 15

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

- A. Contract
- B. Product
- C. Customer
- D. Installed base

Answer: B,C

Explanation:

To create a registered product in SAP Service Cloud Version 2, you need the following objects:

* Product: This is the generic definition of the product that you want to register. It contains the basic information such as the name, description, category, and price of the product. You can create products in the Products work center, under the Products view.

* Customer: This is the individual or organization that owns the registered product. It can be either an account or an individual customer. You can create customers in the Customers work center, under the Accounts or Individual Customers view.

The other objects are not mandatory for creating a registered product, but they can be used to provide additional information or functionality. For example:

* Installed base: This is a collection of registered products that belong to the same customer and are located at the same site. It can be used to group and manage related registered products more easily.

You can create installed bases in the Installed Base work center, under the Installed Base view.

* Contract: This is an agreement between the customer and the service provider that defines the terms and conditions of the service delivery. It can be used to determine the service entitlements and pricing for the registered product. You can create contracts in the Contracts work center, under the Contracts view.

References =

* Creating a Registered Product - SAP Learning, slide 3-4

* Solution Guide for SAP Service Cloud Version 2, page 31-32

NEW QUESTION # 16

Which of the following are mandatory attributes when creating a case? Note: There are 2 correct answers to this question.

- A. Subject
- B. Status
- C. Case type
- D. Installed base

Answer: A,B

Explanation:

When creating a case, you need to enter the mandatory attributes that are marked with an asterisk (*) in the user interface. These attributes are status and subject. Status indicates the current state of the case, such as new, in process, or completed. Subject is a brief description of the case that helps to identify and categorize it.

Installed base and case type are optional attributes that you can use to provide more information about the case, such as the customer's assets or the nature of the service request. References = Solution Guide for SAP Service Cloud Version 2, section "Cases"

NEW QUESTION # 17

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

- A. Initial user
- B. Templates
- C. Agent Desktop
- D. Live activity configuration

Answer: B,C

Explanation:

Agent Desktop: This is the main user interface for service agents to manage customer interactions, cases, and tasks. It consists of

several components, such as the Communication Panel, the Customer Hub, the Case Hub, and the Task Hub¹².

Templates: These are predefined sets of data that can be used to create or update objects, such as cases, emails, surveys, and reports. Templates can help to standardize and automate processes, as well as save time and effort³⁴.

The following services cannot be activated in SAP Service Cloud Version 2:

Live activity configuration: This is a feature of SAP Sales Cloud, not SAP Service Cloud. It allows sales representatives to track and record their interactions with customers, such as calls, emails, meetings, and tasks⁵.

Initial user: This is not a service, but a user account that is created during the tenant activation process.

The initial user has full access to the solution and can perform administrative tasks, such as creating other users, assigning roles, and configuring settings.

References = 1: Agent Desktop - SAP Online Help, 2: SAP Service Cloud Version 2 Feature Scope, 3: Templates - SAP Online Help, 4: SAP Service Cloud Version 2 Feature Scope, 5: Live Activity Configuration - SAP Online Help, : Onboarding Guide for SAP Service Cloud Version 2 - SAP Online Help

NEW QUESTION # 18

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- A. Custom entity
- B. Business flow
- C. Mashup
- D. Configure the relevant action

Answer: C,D

NEW QUESTION # 19

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