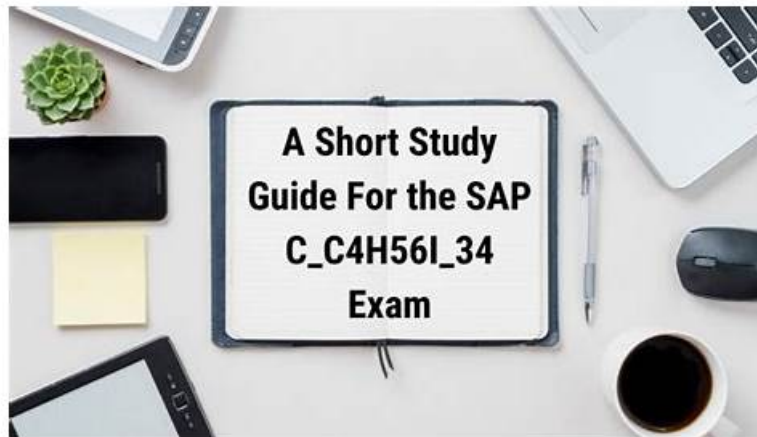


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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	• 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 4	• 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.

SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

Answer: A,C

NEW QUESTION # 16

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

Answer: A,C

Explanation:

Reasons SLA determination may fail:

- * A. SLAs Not Activated as a Service: SLAs must be explicitly activated under "Service Activation" in the system.
- * C. Rules Not Activated: Determination rules require activation post-configuration to take effect.

Why other options are incorrect:

- * B. Fine-Tuning Configuration: Adjusts existing rules but does not enable SLA derivation.
- * D. Workflow Rule Scheduling: SLAs are determined automatically via rules, not workflow triggers.

References:

- * SAP Service Cloud Guide: "SLA Activation and Rule Configuration".

NEW QUESTION # 17

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Select country theme
- B. Maintain organizational units
- C. Enable country/region
- D. Maintain exchange rate

Answer: B,C

Explanation:

When rolling out SAP Service Cloud Version 2 to multiple countries, it is essential to "Enable country/region" to ensure that the system is tailored to the specific regulatory, linguistic, and cultural requirements of each country. This involves configuring country-specific settings, such as local currencies, date formats, and legal regulations. Additionally, "Maintaining organizational units" for each different country is crucial. This involves setting up the organizational structure, including departments, divisions, and teams, in a way that reflects the operational and management structure in each country. This ensures that the system aligns with local business practices and organizational hierarchies.

NEW QUESTION # 18

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Remove personal data from the business user
- B. Assign employee to organizational unit
- C. Assign restriction rules
- D. Create territory hierarchy levels

Answer: A,C

NEW QUESTION # 19

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

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

Answer: B

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 # 20

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