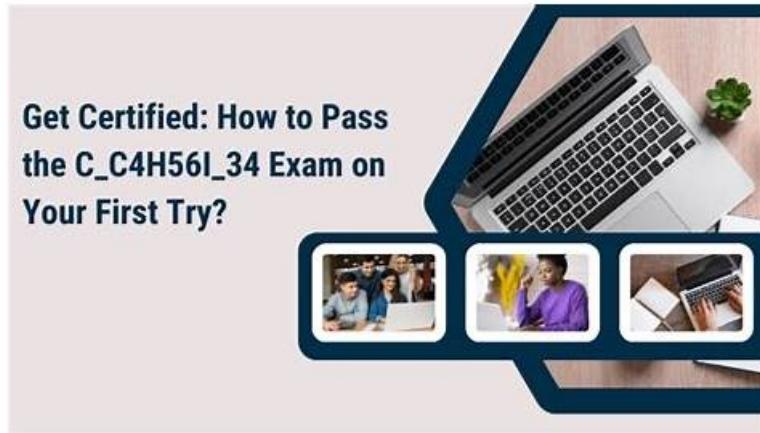


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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 6	<ul style="list-style-type: none">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.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q12-Q17):

NEW QUESTION # 12

You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Enable the Primary flag in the organization unit.
- B. **Assign employees directly to different organizational objects.**
- C. Assign the employee at company level.
- D. Acquire an additional license for the required add-on.

Answer: B

Explanation:

To assign employees to multiple organizational units, you need to assign them directly to different organizational objects. This can be done by creating positions that incorporate the organizational units and then assigning the employees to those positions. The Primary flag in the organization unit is used to indicate the main organizational unit for an employee or a manager, but it does not prevent them from being assigned to other organizational units. Acquiring an additional license for the required add-on is not relevant for this scenario. Assigning the employee at company level is not sufficient to assign them to multiple organizational units, as the company level is the root of the organizational structure and does not reflect the specific functions or teams of the employees. References = Setting Up a Service Organization, Create an Org Unit

NEW QUESTION # 13

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

Explanation:

You can use mashups and actions to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator. Mashups are web-based applications that combine data or functionality from different sources, such as SAP S/4HANA. Actions are predefined or custom operations that can be executed on business objects, such as opening an SAP S/4HANA transaction. To enable user access to an SAP S

/4HANA transaction, you need to create a mashup for the transaction URL and configure the relevant action to call the mashup. References = SAP Service Cloud Version 2 | SAP Help Portal, SAP Service Cloud Version 2 Integration Guides for SAP S/4HANA, SAP Service Cloud Version 2 Mashups, SAP Service Cloud Version 2 Actions

NEW QUESTION # 14

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Create a mashup to embed the web page of the external solution.
- B. Define a custom screen for the mashup.
- C. Develop a custom business object.
- D. Use the web page URL of the external solution for extracting input parameters in the mashup
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

Answer: A,D,E

Explanation:

According to the SAP Service Cloud Version 2 learning resources, to enable service agents to access and perform actions in an external solution, such as SAP S/4HANA Service, from a specific case type, the administrator has to do the following steps: Create a mashup to embed the web page of the external solution. A mashup is a way to integrate data or functionality from another web application into SAP Service Cloud Version 2. The mashup can be configured to pass input parameters from the case to the external solution, such as the case ID, the account ID, or the product ID.

Use the web page URL of the external solution for extracting input parameters in the mashup. The web page URL of the external solution is the source of the mashup, and it can be used to define the input parameters that the mashup will send to the external solution. For example, if the web page URL of the external solution is <https://s4hana-service.com/create-order?caseId={caseId}&accountId={accountId}>, then the mashup can use the placeholders {caseId} and {accountId} to extract the values from the case and pass them to the external solution.

Include a dedicated step pointing to the mashup in one of the phases of the case type. A case type is a template that defines the phases and steps that a case goes through from creation to closure. A step is a specific action that a service agent can perform on a case, such as sending an email, creating a task, or launching a mashup. By including a dedicated step pointing to the mashup in one of the phases of the case type, the administrator can enable the service agents to access the external solution from the case screen. The other options are not correct because:

Developing a custom business object is not necessary to access an external solution from a case type. A custom business object is a way to extend the data model of SAP Service Cloud Version 2 by creating new entities and fields that are not available in the standard solution.

Defining a custom screen for the mashup is not required to access an external solution from a case type.

A custom screen is a way to create a new user interface for a custom business object or a standard business object that has been extended with custom fields. A mashup does not need a custom screen, as it uses the web page of the external solution as its user interface. References = Integrating SAP Customer Service, Service Operations and Field Service, Solution Guide for SAP Service Cloud Version

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NEW QUESTION # 15

How can you trigger an event notification based on a specific condition?

- A. Configure autoflow
- B. Configure integration setting
- C. Implement SDK logic
- D. Configure event management

Answer: A

NEW QUESTION # 16

What is the only way to change an active case type?

- A. Edit the name of the existing case type.
- B. Copy an existing case type.
- C. It is not possible to change an existing case type.
- D. Execute the Create New Version action.

Answer: B,C

NEW QUESTION # 17

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