

SAP

C_C4H56I_34

**SAP Certified Associate - Implementation Consultant - SAP
Service Cloud Version 2**

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Latest Version: 7.2

Question: 1

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

Answer: B, C

Question: 2

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- C. It is not possible to change an existing Case Type, so deactivate it and create a new one.
- D. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.

Answer: D

Question: 3

What can you do with Microsoft Teams integration? Note: There are 3 correct answers to this question.

- A. Share workspaces.
- B. Hand over cases.
- C. Create appointments.
- D. Send e-mails to customers.
- E. Make outbound calls.

Answer: A, C, E

Question: 4

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

- A. Channel type
- B. Mashup service
- C. Channel e-mail ID
- D. Case type
- E. Default account

Answer: A, D, E

Question: 5

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the My Cases Summary card available in the home page
- B. In the cases settings view
- C. In the product page
- D. In the case worklist by choosing the Case app from the menu

Answer: A, D

Question: 6

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

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

Answer: D

Question: 7

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Service orders
- C. Cases
- D. Registered products

Answer: C, D

Question: 8

Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Unrestricted
- B. Define specific restriction
- C. Full access
- D. Restricted
- E. No access

Answer: A, B, E

Question: 9

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. Use a mashup to execute transactions in other SAP solutions.
- D. Assign products to existing accounts.

Answer: B, C

Question: 10

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 case
- B. In Agent Desktop
- C. In the case worklist

D. In the interaction log

Answer: A, B

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