C_C4H56I_34

SAP Service Cloud Version 2 Implementation Consultant Certification Questions & Answers

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

80 Questions Exam – 71% Cut Score – Duration of 180 minutes

C_C4H56I_34 Practice Test

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C_C4H56I_34 Questions and Answers Set

Question: 1

What options do you have to individualize SAP Service Cloud Version 2 for your organization?

There are 2 correct answers to this question.

- a) Login Image
- b) Change work center sequence
- c) Create broadcasting
- d) Change company logo

Answer: a, d

Question: 2

What must be provided to create a customer in the system in SAP Service Cloud Version 2?

There are 2 correct answers to this question.

- a) Administration services
- b) Technical user
- c) Business role
- d) Business user

Answer: c, d

Question: 3

What action do you have to execute to create a new case type?

Please choose the correct answer.

a) Navigate into Case Settings and create a new Case.
b) Navigate to Settings -> Cases -> Case Type and create a new version of an existing Case Type.
c) Navigate to Cases, select a Case, and execute the Copy to a new Case Type action.
d) Navigate to Settings -> Cases -> Case Type, select an existing Case Type, and execute the Copy to a new Case Type action.

Answer: d

Question: 4

What are the options to dispatch a service technician to an open case?

There are 2 correct answers to this question.

a) Time recording
b) Case routing
c) Manual routing
d) Activity planner

Answer: b, c

Question: 5

Which steps are needed to automatically link inbound e-mails with cases?

There are 3 correct answers to this question.

a) Configure the case type required for the creation of case objects from incoming e-mails.
b) Activate the e-mail channel.
c) Configure the e-mail channel in the channel settings.
d) Create an e-mail template for responses.
e) Configure Agent Desktop.

Answer: a, b, c

Question: 6

Which of the following are best practice steps when working on an open case?
There are 2 correct answers to this question.

a) Follow the suggested steps of each phase.
b) Set the status to Complete after completing all steps of each phase.
c) Based on the subject of the case, select and complete only the appropriate phase.
d) Access knowledge base articles directly and solve the issue.

Answer: a, b

Question: 7

Which of the following toggles are available when maintaining organizational units?
There are 2 correct answers to this question.

a) Functions
b) Status
c) Primary
d) Approval

Answer: a, c

Question: 8

Which functionality enables you to default the value of a custom field but doesn't allow the user to overwrite the default value?
Please choose the correct answer.

a) Create Determination > Pre hook
b) Create Determination > Post hook
c) Create Validation > Default Rule
d) Create Validation > Read Only Rule

Answer: b

Question: 9

Which parameters in the live interaction widget settings are required to complete the configuration of the Computer Telephony Integrator (CTI) communication provider?
There are 2 correct answers to this question.

a) Provider tokens
b) Provider ID
c) Provider URL for the communication system widget
d) Client secret ID and key

Answer: b, c

Question: 10

Which of the following actions are possible when designing case phases and steps in SAP Service Cloud Version 2?

There are 2 correct answers to this question.

- a) Configure the Cases and Case Types in Settings.
- b) Change phases and steps at runtime.
- c) Add new phases and steps from worklist page.
- d) Include steps such as to do items, automated flows, and approvals.

Answer: a, d

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