# Free Questions for C\_C4H56I\_34

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## **Question 1**

**Question Type:** MultipleChoice

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.

#### **Options:**

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

#### **Answer:**

A, C

## **Question 2**

**Question Type:** MultipleChoice

Which services can be added to a business role? Note: There are 2 correct answers to this question.

#### **Options:**

- A- Maintenance plan
- B- Installed base
- **C-** Warranty
- **D-** Measurements

#### **Answer:**

B, C

# **Question 3**

**Question Type:** MultipleChoice

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

Options:
A- Maintain case types
B- Set scoping attributes
C- Set up deals
D- Set up Agent Desktop
Answer:
A, B
Question 4
Question Type: MultipleChoice
You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

Options:

A- Make sure that each organizational unit can have only one function at a time.

- B- Assign an employee to several organizational units.
- **C-** Use the Reporting Line function for selection.
- D- Make sure an organizational node can only be set up with a replication process from the back end.

#### **Answer:**

В

## **Question 5**

#### **Question Type:** MultipleChoice

What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

#### **Options:**

- A- SAP Event Mesh
- **B-** Machine learning
- C- SAP Build Apps
- **D-** SAP Cloud Integration



C, D

### **Question 6**

#### **Question Type:** MultipleChoice

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

### **Options:**

- A- Add or remove statuses in the existing status schema.
- B- Create a new version of a status schema.
- **C-** Copy an existing status schema.
- **D-** Change the existing status schema.

#### **Answer:**

A, B

## **Question 7**

#### **Question Type:** MultipleChoice

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

#### **Options:**

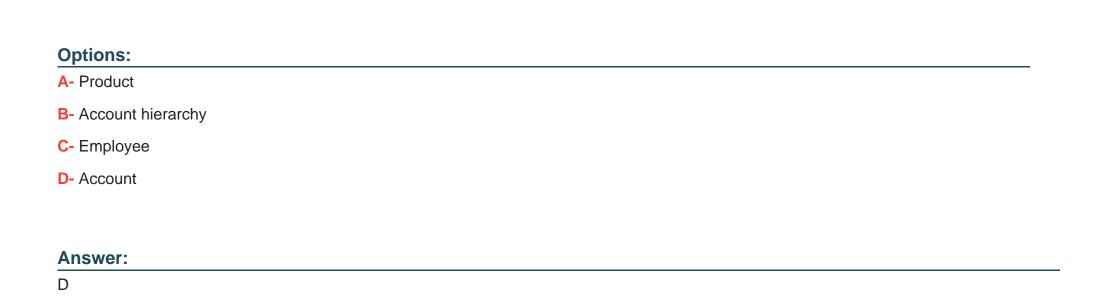
- A- Live activity configuration
- **B-** Agent Desktop
- C- Initial user
- **D-** Templates

#### **Answer:**

B, D

## **Question 8**

**Question Type:** MultipleChoice



Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

# **Question 9**

**Question Type:** MultipleChoice

Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.

Options:
A- Maintenance plan
B- Product
C- Registered product
D- Warranty
Answer:
B, C
Question 10
Question Type: MultipleChoice
Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.
Options:
A- Assign employee to organizational units

- B- Create business role
- C- Log in with initial user
- **D-** Create organizational structure

### **Answer:**

B, D

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