

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:

B

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

Answer:

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?

Options:

- A- Product
- B- Account hierarchy
- C- Employee
- D- Account

Answer:

D

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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