SAP

C_C4H56I_34 Exam

SAP Certified Application Associate - SAP Service Cloud Version 2

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Version: 4.0

Question: 1

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA?
Note: There are 2 correct answers to this question.

A. Registered products
B. Contacts
C. Products
D. Service contracts

Answer: A, B

Question: 2

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

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

Answer: A

Question: 3

Which actions are prerequisites to utilize registered products? Note: There are 2 correct answers to this question.

A. Activate the service in the business role
B. Create customer records
C. Create numeric ranges for customers
D. Create an installed base

Answer: A, D

Question: 4

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

A. Auto flow
B. Language adaptation
C. Page layout
D. Adaptation

Answer: C, D

Question: 5

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

Answer: A, C

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