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C_C4H56_2411

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

Questions&AnswersPDF

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Latest Version: 7.1

Question: 1

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.



- A. Cases by Source/Channel
- B. Cases by Priority
- C. Cases by Category
- D. Cases by SLA
- E. Cases by Service Team

Answer: A, B, C

Question: 2

Which of the following actions can a Service Agent execute from the case "More Action" button? Note: There are 3 correct answers to this question.



- A. Delete
- B. Summary
- C. Mark as unread
- D. Handover

E. Escalate

Answer: B, C, E

Question: 3

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not activated as a service.
- B. Service Level Agreements are not configured in fine-tuning.
- C. The determination rules have been configured, but not activated.
- D. A workflow rule was not scheduled to trigger the determination.

Answer: A, C

Question: 4

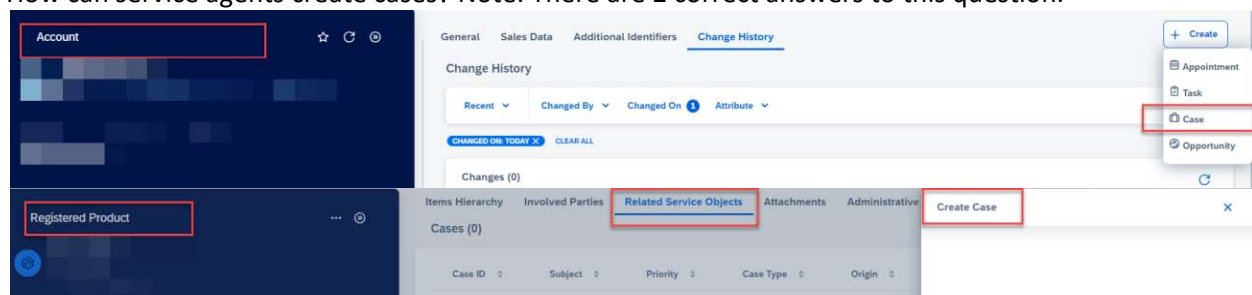
What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. To control validity of the service catalog
- B. Service level determination
- C. A filter option for the case summary
- D. Business role assignment
- E. Case responsibility determination

Answer: B, C, E

Question: 5

How can service agents create cases? Note: There are 2 correct answers to this question.

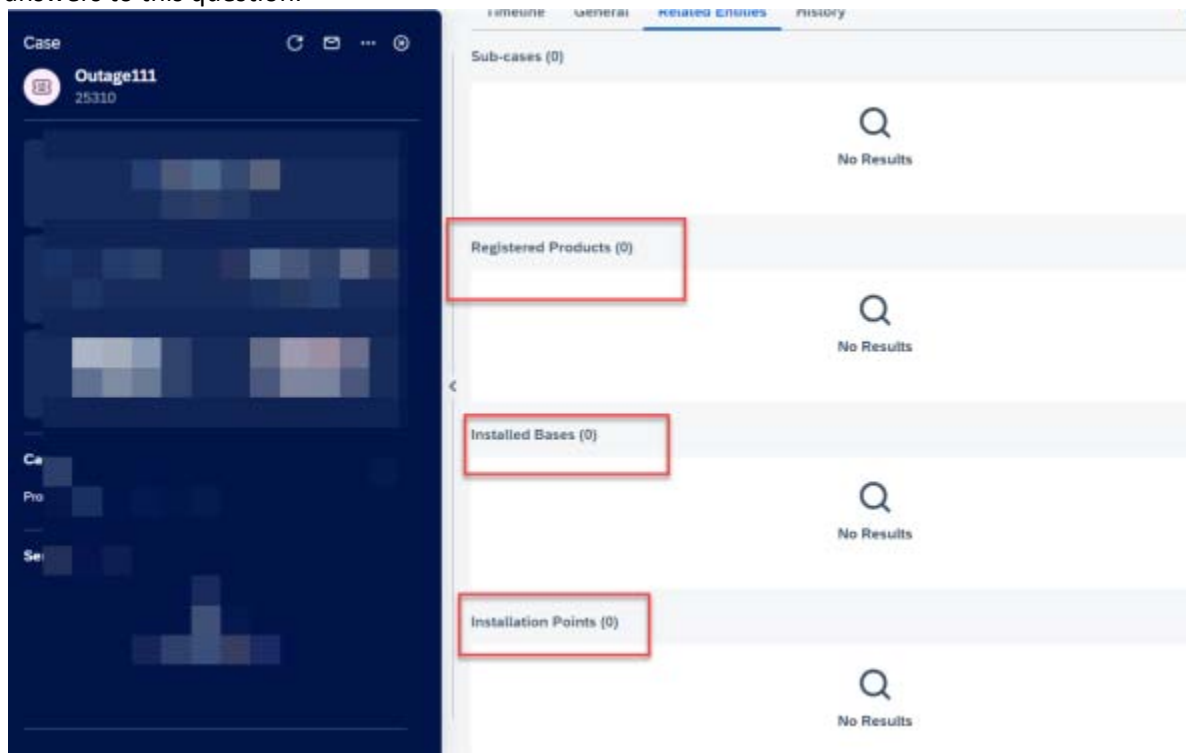


- A. In Agent Desktop, click the Create button (+) and select Case.
- B. In the Account General facet, Create button (+) and select Case.
- C. In the Related Service Object facet of registered products, Create button (+) and select Case.
- D. In the case worklist, Create button (+) and select Case.

Answer: A, C

Question: 6

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.

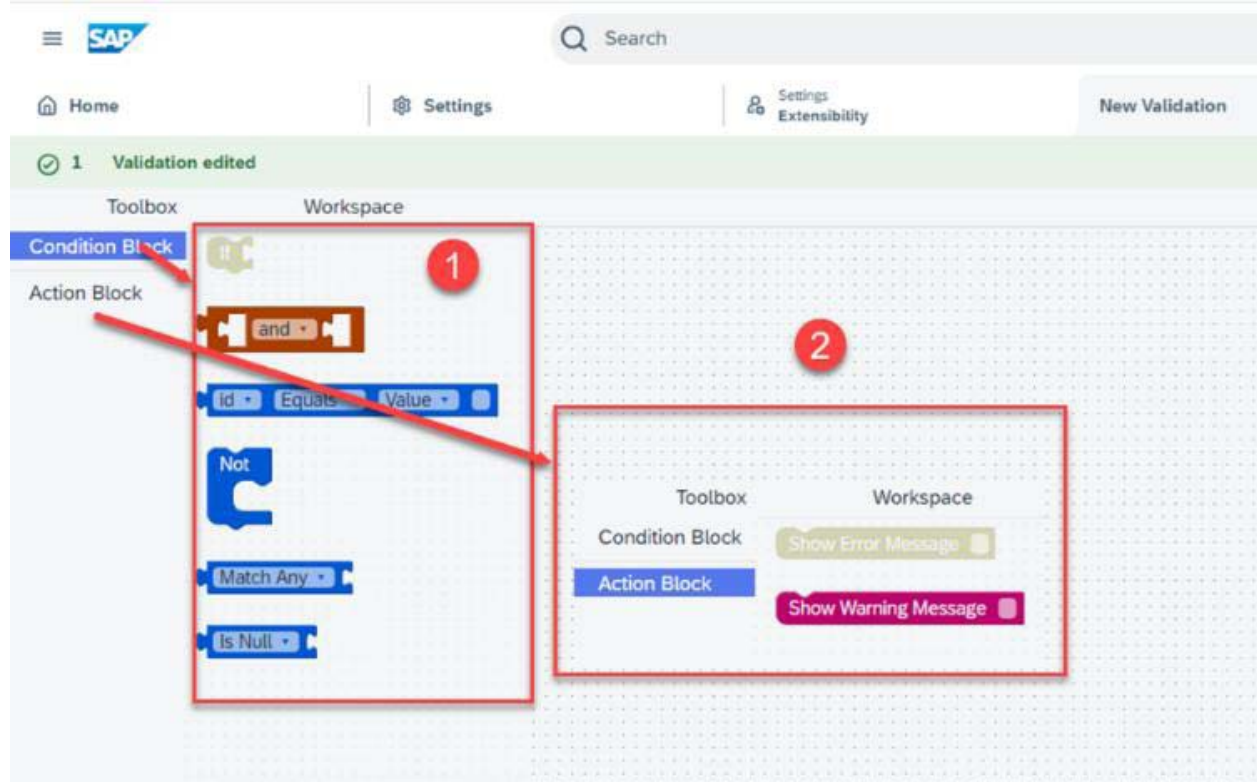


- A. Registered products
- B. Installed bases
- C. Installation points
- D. Registered products and installed bases related to the account only
- E. Products

Answer: A, B, C

Question: 7

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.



- A. Workflow
- B. Message
- C. Action
- D. Condition

Answer: C, D

Question: 8

You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

- A. Notifications
- B. Case routing
- C. SLA
- D. Service categories

Answer: B

Question: 9

Which elements can be used to determine the reaction time in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Priority
- B. Sales contract
- C. Case types
- D. Maintenance plan

Answer: A, C

Question: 10

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



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