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Vendor: SAP

Code: C_C4H56I_34

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

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QUESTIONS & ANSWERS

DEMO VERSION

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DEMO VERSION
(LIMITED CONTENT)

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Version: 4.1

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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

Explanation:

According to the SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA document, the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA: Business Partner (Customer – bi-directional), Equipment (bi-directional), Registered Product (bi-directional), Contact (bi-directional), and Service Order (bi-directional). Therefore, the correct answers are A and B, as registered products and contacts are among the objects that can be replicated. Reference = [SAP Service Cloud Version 2 for Utilities Integration with SAP S/4HANA](#)

Question: 2

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

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

Answer: A

Explanation:

To assign employees to multiple organizational units, you need to assign them directly to different organizational objects. This can be done by creating positions that incorporate the organizational units and then assigning the employees to those positions. The Primary flag in the organization unit is used to indicate the main organizational unit for an employee or a manager, but it does not prevent them from being assigned to other organizational units. Acquiring an additional license for the required add-on is not relevant for this scenario. Assigning the employee at company level is not sufficient to assign them to multiple organizational units, as the company level is the root of the organizational structure and does not reflect the specific functions or teams of the employees. Reference = [Setting Up a Service Organization](#), [Create an Org Unit](#)

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

Explanation:

To utilize registered products, you need to activate the service in the business role and create an installed base. The service activation enables you to access the registered products work center view and perform actions such as creating, editing, and deleting registered products. The installed base is a hierarchical structure that represents the customer's physical or logical assets, such as equipment, software, or services. You can assign registered products to an installed base to track their location, status, and warranty information. Reference = [Solution Guide for SAP Service Cloud Version 2](#), section "Registered Products" and "Installed Base"

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

Explanation:

To enable different user groups to have different fields access in the UI in SAP Service Cloud Version 2, you would use the page layout and adaptation functionalities. [Page layout allows you to create and assign different layouts for different user groups, which can include or exclude certain fields, sections, and tabs1.](#) [Adaptation allows you to make changes to the UI elements, such as labels, visibility, and order, in the adaptation mode2.](#) Reference = [Manage Page Layouts](#), [Adaptation Mode](#)

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: D

Explanation:

Existing Cases can be changed, but only by executing the action “Create New Version” from the existing Case Type that has to be modified. For example, if after creating a new Case Type, the Administrator realizes that the Service Catalog is missing, they will have to execute the action Create New Version from the existing Case Type, then enter the service catalog and activate the new version. Reference = [Creating a Case Type](#)



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