



Exam Dumps 360

Exam Code: C_C4H56I_34

**Exam Name | SAP Certified Application Associate - SAP
Service Cloud Version 2**

Total No. of Questions: 80

Passing Percentage: 71%

Exam Duration: 180 Minutes.

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Question 1

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

1. Contacts
2. Channel partners
3. Groups
4. Individual customers

Answer A D

Question 2

Which of the following are mandatory attributes when creating a case? Note: There are 2 correct answers to this question.

- A. Installed base
- B. Status
- C. Subject
- D. Case type

Answer C D

Question 3

Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Implement the provided hotfix number
- B. Create an incident
- C. Send an e-mail to SAP Cloud Support
- D. Report an issue via case

Answer B

Question 4

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Conditions can be based on standard fields.
- B. Optimization from the back end is done automatically when too many autoflow rules exist.
- C. Too many rules affect system performance.
- D. Conditions can be based on extension fields.
- E. Autoflow rules must be assigned to the business role.

Answer A C D





Question 5

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Responsible employee
- B. Team
- C. Contact
- D. Account hierarchy

Answer A B

