



**Free Questions for C\_C4H56I\_34 by [braindumpscollection](#)**

**Shared by [Marsh](#) on 15-04-2024**

**For More Free Questions and Preparation Resources**

**[Check the Links on Last Page](#)**

## Question 1

---

**Question Type:** MultipleChoice

---

Which elements can be used to determine the reaction time in Service Level Agreements? Note:

There are 2 correct answers to this question.

**Options:**

---

A- Priority

B- Sales contract

C- Case types

D- Maintenance plan

**Answer:**

---

A, C

## Question 2

---

**Question Type:** MultipleChoice

---

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?

**Options:**

---

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

**Answer:**

---

B

## Question 3

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

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

**Answer:**

---

C, D

## Question 4

---

**Question Type: MultipleChoice**

---

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

**Options:**

---

- 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 5

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- 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:**

---

B, C

## Question 6

---

**Question Type:** MultipleChoice

---

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

**Options:**

---

- A-** To control the validity of the service catalogue
- B-** Service level determination
- C-** A filter option for the case summary

D- Business role assignment

E- Case responsibility determination

**Answer:**

---

A, C, E

**To Get Premium Files for C\_C4H56I\_34 Visit**

[https://www.p2pexams.com/products/c\\_c4h56i\\_34](https://www.p2pexams.com/products/c_c4h56i_34)

**For More Free Questions Visit**

<https://www.p2pexams.com/sap/pdf/c-c4h56i-34>

