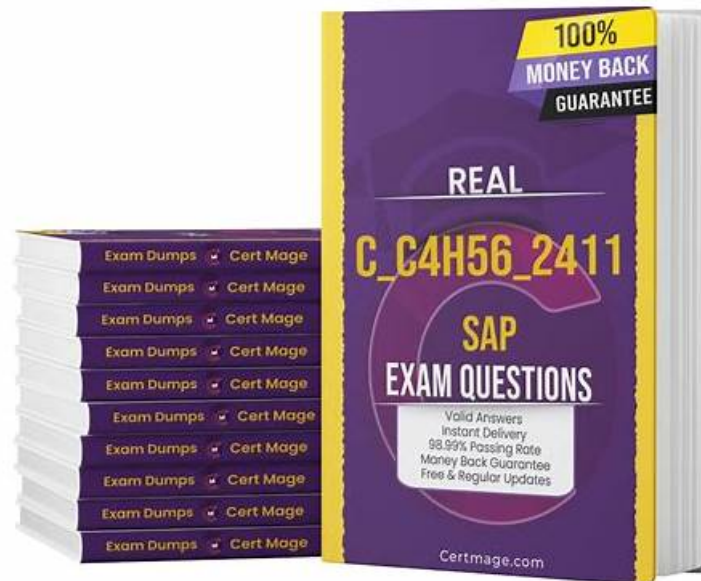


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## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>Integration: This domain targets the skills of an Integration Architect and covers the various integration scenarios supported by SAP Service Cloud Version 2. It assesses the ability to connect the system with other applications and services.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Communication Channels: This section is intended for a Communication Solutions Specialist and covers the configuration of the Agent Desktop for Computer Telephony Integration (CTI) and Interaction Center processes. It also includes setting up the email communication channel for inbound and outbound scenarios.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Master Data: This part evaluates the knowledge of a Data Management Specialist and focuses on setting up master data within the system. It includes configuring essential entities such as Account, Contact, Product, Organization, and employees to support business operations.   User Management: This domain tests the abilities of an Access Control Manager and involves managing the creation of users and business roles, including assigning the appropriate authorizations. It ensures the secure and efficient administration of user access within the platform.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Personalization and Extensibility: This part assesses the expertise of a Solution Customization Expert and involves managing personalization, extension fields, validations, and determinations. It looks at how users can tailor and extend the system to meet specific business needs.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Managing Clean Core: This part of the exam is designed for a Platform Optimization Lead and focuses on evaluating and applying clean core principles to customer experience solutions. It measures the ability to maximize business process agility, reduce adaptation efforts, and accelerate innovation.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>Basic Setup This section of the exam measures the skills of a System Administrator and covers the initial configuration steps required to set up the SAP Service Cloud Version 2 system for the first time. It assesses the ability to perform foundational setup tasks to ensure the system is ready for use.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q81-Q86):

### NEW QUESTION # 81

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Assignment step in the Case Designer
- B. Autoflow
- C. Routing rules
- D. Input step in the Case Designer

**Answer: A,C**

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules [learning.sap.com](https://learning.sap.com)

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

### NEW QUESTION # 82

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

□

- A. Routing rules can be applied to warranties.
- B. The system can be set up so that certain service levels are not covered.
- C. The warranty is assigned to a registered product.
- D. The warranty is assigned to a contract.

**Answer: C**

### NEW QUESTION # 83

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Add a new button
- B. Add a new field
- C. Change the field label
- D. Create a new URL mashup

**Answer: A,C**

### NEW QUESTION # 84

Which of the following elements are mandatory to create a new product? Note: There are 2 correct answers to this question.

□

- A. Unit of measure
- B. Product group
- C. Sales area data
- D. Price

**Answer: A,B**

### NEW QUESTION # 85

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Assign products to existing accounts.
- B. Create an interaction log.
- C. Create a service catalog.
- D. Create installed bases.
- E. Display confirmed entities.

**Answer: B,D,E**

### NEW QUESTION # 86

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