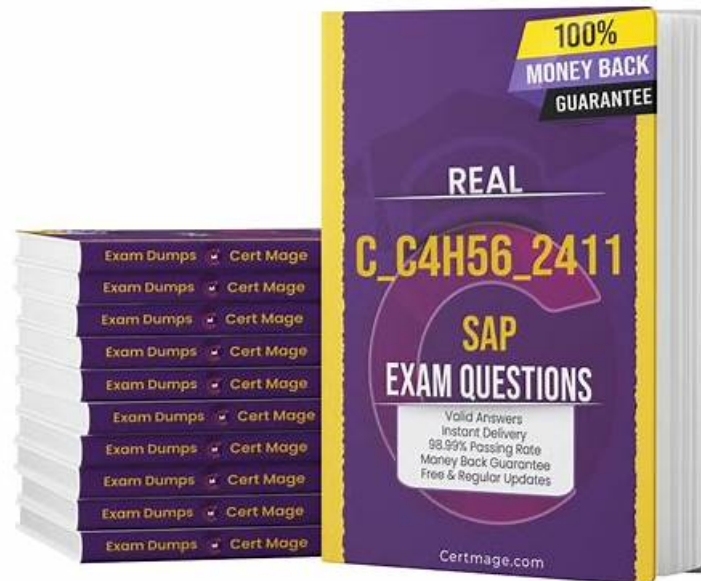


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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
Topic 2	<ul style="list-style-type: none"> 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.
Topic 3	<ul style="list-style-type: none"> 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.
Topic 4	<ul style="list-style-type: none"> Service Elements: This part of the exam is designed for a Service Process Designer and covers the configuration of Service Level Agreements (SLAs), categories, and case routing. It assesses the ability to define and manage service elements that impact customer support workflows.

Topic 5	<ul style="list-style-type: none"> • Cases: This domain measures the skills of a Business Process Analyst and focuses on the configuration of document types, party roles, status schemas, and business flows. It evaluates the understanding of case management and process structuring within the system.
Topic 6	<ul style="list-style-type: none"> • 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.
Topic 7	<ul style="list-style-type: none"> • 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.
Topic 8	<ul style="list-style-type: none"> • Scenario Based Questions: This section evaluates the problem-solving abilities of a Solution Consultant and presents questions based on fictional scenarios to test comprehensive knowledge of SAP Service Cloud Version 2 in real-world contexts.
Topic 9	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q43-Q48):

NEW QUESTION # 43

What functionality can be enabled to assist agents with case resolution?

- **A. Integrate a knowledge base.**
- B. Configure templates for responses.
- C. Create and assign surveys to the case.
- D. Integrate Microsoft Teams.

Answer: A

NEW QUESTION # 44

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

- A. Account hierarchy
- B. Product
- C. Employee
- **D. Account**

Answer: D

NEW QUESTION # 45

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an

external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- B. Define a custom screen for the mashup.
- C. Develop a custom business object.
- D. Use the web page URL of the external solution for extracting input parameters in the mashup.
- E. Create a mashup to embed the web page of the external solution.

Answer: A,D,E

NEW QUESTION # 46

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Create a new version of a status schema.
- B. Add or remove statuses in the existing status schema.
- C. Change the existing status schema.
- D. Copy an existing status schema.

Answer: A,C

NEW QUESTION # 47

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send event notifications
- B. Send info notifications
- C. Send emails
- D. Send object update
- E. Send event email template

Answer: A,B,C

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

NEW QUESTION # 48

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To pass the SAP C-C4H56-2411 exam on the first try, candidates need SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 updated practice material. Preparing with real C-C4H56-2411 exam questions is one of the finest strategies for cracking the exam in one go. Students who study with SAP C-C4H56-2411 Real Questions are more prepared for the exam, increasing their chances of succeeding. Finding original and latest C-C4H56-2411 exam questions however, is a difficult process. Candidates require assistance finding the C-C4H56-2411 updated questions.

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