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S4CSV-2208 SAP Certified Application Associate - SAP S/4HANA Cloud (public) - Service Implementation 2
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SAP Certified Application Associate - SAP S/4HANA Cloud (public) - Service Implementation Sample Questions (Q31-Q36):

NEW QUESTION # 31

You want to use a product proposal in a service order.
Which actions support this requirement?

Note: There are 2 correct answers to this question.

- A. You create an equipment as a reference object and assign in to the service order.
- B. You create a bill of material (BOM), representing the components that can be selected in the service order.
- C. You activate the product proposal functionality in the item category used in the service order.
- D. You add the required service contract as a reference document to the service order on header level.

Answer: C

NEW QUESTION # 32

Data Migration

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What are characteristics of the SAP S/4HANA Migration Cockpit?

Note: There are 2 correct answers to this question.

- A. Mapping source values to SAP S/4HANA target values
- B. Combining the staging and file approaches into one migration project
- C. Guidance and simulation of the migration process
- D. Extensibility using the Legacy System Migration Workbench (LSMW)

Answer: A,C

NEW QUESTION # 33

What is a feature that is available in the SAP S/4HANA Cloud system once scope item Procurement for Service Management (3NI) has been activated?

- A. A service order line item can create a purchase order directly, skipping the purchase requisition document.
- B. Goods receipts for purchase orders can be posted that update costs in a service order at line item level.
- C. A service order line item can create a purchase contract directly, skipping the purchase order document.
- D. Goods receipts for service order line items can be posted, updating costs in the purchase order sent to a vendor.

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 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"> 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 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"> 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 8	<ul style="list-style-type: none"> Service Objects: This section targets the proficiency of a Service Operations Specialist and covers the setup of service objects like Registered Products, Installed Base, and Warranty. It looks at how these elements are configured to support service management processes.
Topic 9	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

- A. Assignment to an organizational unit
- B. Access restriction
- C. Employee

- D. User ID

Answer: C,D

NEW QUESTION # 28

Which field can be used to determine Service Level Agreements?

- A. Reading value of a registered product
- B. Event in case
- C. Custom field
- D. Account role

Answer: C

NEW QUESTION # 29

Which milestone can you use for service levels?

- A. Warranty validity
- B. Initial review date
- C. Created-on date
- D. Status

Answer: C

NEW QUESTION # 30

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

- A. Maintenance plans
- B. Agent Desktop
- C. Templates
- D. Live activity configuration

Answer: B,D

Explanation:

In SAP Service Cloud V2, Live activity configuration can be activated to enable real-time interaction features like phone or chat channels. The Agent Desktop is also a service that can be activated to provide agents with a centralized interface for case management. According to SAP documentation, "Services such as Live Activity Configuration and Agent Desktop can be activated to enhance service delivery in SAP Service Cloud V2." Maintenance plans (A) are managed in SAP S/4HANA, not Service Cloud V2. Templates (B) are configured but not activated as a service.

Reference:

SAP Help Portal: Service Activation in SAP Service Cloud V2

SAP Learning: Agent Desktop and Live Activity Setup

NEW QUESTION # 31

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

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

Answer: C,D

Explanation:

When creating a new product in SAP Service Cloud V2, the Product group is mandatory to categorize the product within the

system. The Unit of measure is also required to define how the product is quantified (e.g., pieces, kilograms). According to SAP documentation, "Creating a new product requires specifying the Product Group and Unit of Measure as mandatory fields." Price (B) is optional, as pricing may not apply to all products. Sales area data (C) is relevant for sales processes, not mandatory for product creation in Service Cloud.

Reference:

SAP Help Portal: Product Creation in SAP Service Cloud V2

SAP Community: Product Master Data Setup

NEW QUESTION # 32

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