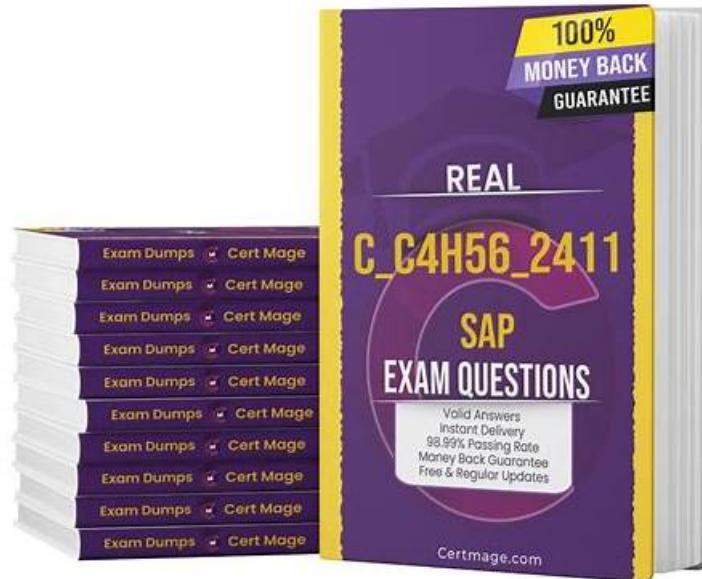


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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<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 4	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 5	<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 6	<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.</li> <li>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>

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### **SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q11-Q16):**

#### **NEW QUESTION # 11**

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

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

**Answer: B,C**

#### **NEW QUESTION # 12**

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

- A. Case responsibility determination
- B. Business role assignment
- C. To control validity of the service catalog
- D. Service level determination
- E. A filter option for the case summary

**Answer: A,D,E**

#### **NEW QUESTION # 13**

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Operating hours
- C. Working calendar
- D. Service contract

**Answer: B,C**

#### **NEW QUESTION # 14**

Which of the following master data entities are included in the out-of-the-box package for integration between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Account Groups
- C. Maintenance Plan
- D. Equipment

**Answer: A,D**

Explanation:

The out-of-the-box integration package between SAP Service Cloud V2 and SAP S/4HANA includes master data entities such as Contacts and Equipment. Contacts are synchronized to manage customer relationships, while Equipment is integrated to support asset and service management processes. According to SAP documentation, "Standard integration includes master data like Contacts and Equipment to enable seamless service processes between SAP Service Cloud V2 and SAP S/4HANA." Account Groups (C) are not part of the standard master data integration. Maintenance Plan (D) is specific to SAP S/4HANA Asset Management and not included in the out-of-the-box integration for Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Integration for Service Cloud

#### **NEW QUESTION # 15**

Which tool can you use to rename the cases facet?

- A. Page layout
- B. Language adaptation tool
- C. Workflow with action type field update
- D. Adaptation tool

**Answer: B**

#### **NEW QUESTION # 16**

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