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SAP C_C4H56_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

Questions & Answers PDF
(Demo Version – Limited Content)

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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">• 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 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"> • 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 5	<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 6	<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 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"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which object is mandatory to configure a case routing rule to a team?

- A. Case Designer Step Assignment
- B. Employee
- **C. Case Type**
- D. Party Role

Answer: C

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions. Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

Reference:

SAP Learning: Configuring Case Routing Rules learning.sap.com

SAP Help Portal: Case Routing Configuration

NEW QUESTION # 39

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

The screenshot shows the SAP user creation interface. At the top, there are two tabs: 'Details' and 'Assigned Business Roles'. The 'Assigned Business Roles' tab is active and highlighted with a red box. Below the tabs, there are two main sections: 'Employee Data' and 'User Details'. The 'Employee Data' section includes fields for Name, Employee ID, Company, Mail, Phone Number, and Location. The 'User Details' section includes fields for User ID, Global User ID, Created On, Valid Until, Password Locked (with a toggle switch), and Security Policy. The 'Security Policy' field is highlighted with a red box and contains the value 'Z_DEMO_USER'. A large 'SAP' logo is overlaid on the bottom part of the screenshot.

- A. User profile
- B. Security policy
- C. Employee role
- D. Business role

Answer: B,D

NEW QUESTION # 40

Which elements can be used to determine the reaction time in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Sales contract
- B. Case types
- C. Priority
- D. Maintenance plan

Answer: B,C

NEW QUESTION # 41

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Define case types and assign responsible teams and employees.
- B. Set up rule(s) for case routing to teams.
- C. Set up rule(s) for case routing to employees.
- D. Set up rules with BRF+.

Answer: B,C

NEW QUESTION # 42

Where are employee working hours maintained?

- A. Employee data
- B. Holiday calendar
- C. Business user data
- D. Business role

Answer: A

Explanation:

Employee working hours in SAP Service Cloud V2 are maintained in the Employee data. This includes details such as working hours, time zones, and availability, which are used for scheduling and case routing. According to SAP documentation, "Under the Operating Hours, you can define the working hours of the service agent" within the employee data settings.

Holiday calendar (A) defines non-working days, not individual hours. Business role (B) manages access rights, not working hours. Business user data (D) includes user credentials but not working hour details.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Employee Data Configuration

NEW QUESTION # 43

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