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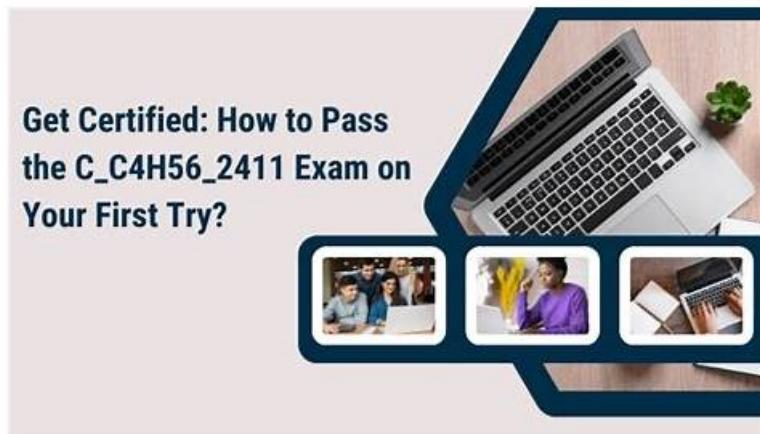
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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14
You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

- A. ☐
- B. ☐
- C. ☐
- D. ☐

Answer: B

NEW QUESTION # 15
You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Enable the Primary flag in the organization unit.
- B. Acquire an additional license for the required add-on.
- C. Assign the employee at company level.
- D. Assign employees directly to different organizational objects.

Answer: D

NEW QUESTION # 16
Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Completion due on
- B. Priority
- C. Maintenance plan
- D. Day of the week

Answer: A,B

Explanation:
Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.
Reference:
SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com SAP Help Portal: SLA Setup in SAP Service Cloud V2

NEW QUESTION # 17
You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

- A. Escalation
- B. Routing
- C. Process for cases

- D. Prioritization settings

Answer: B

NEW QUESTION # 18

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

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

Answer: B,C

NEW QUESTION # 19

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