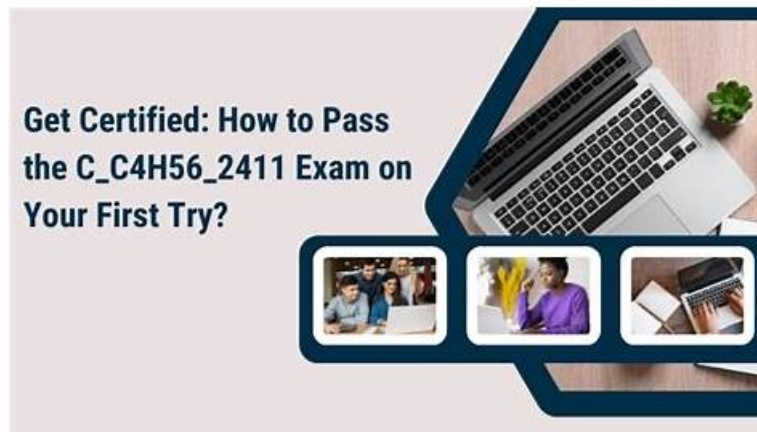


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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Communication Channels:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Personalization and Extensibility:</b> 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 8	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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.</li> </ul>
Topic 9	<ul style="list-style-type: none"> <li>• <b>Cases:</b> 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>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

### NEW QUESTION # 10

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- **A. Language adaptation**
- B. Screen adaptation
- C. Case extensibility
- D. Page layout

**Answer: A**

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

### NEW QUESTION # 11

Which actions are prerequisites for using registered products? Note: There are 2 correct answers to this question.

- **A. Use existing customer records**
- **B. Create an installed base**
- C. Activate the service in the business role

- D. Create numeric ranges for customers

**Answer: A,B**

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

### NEW QUESTION # 12

Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Report an issue via case
- **B. Create an incident**
- C. Implement the provided hotfix number
- D. Send an e-mail to SAP Cloud Support

**Answer: B**

### NEW QUESTION # 13

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. End users can decide if access rights override any restrictions.
- B. Restricted access rights override any unrestricted access you have defined.
- **C. Unrestricted access rights override any restrictions you have defined.**
- D. If the access rights are contradictory, the system automatically grants no access.

**Answer: C**

Explanation:

"The precedence is given to Unrestricted. For example, if a user is having 2 roles where one view is unrestricted and the same view is restricted in another role, then the user will have unrestricted access. In other words, if one role blocks the write access and another role allows it, the more permissive role takes precedence."

### NEW QUESTION # 14

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

**Create Registered Product**

**Product \***  
Enter Product

**Serial ID \***  
Enter a Serial ID

**Customer**  
☒ Account    ☐ Individual Customer

**Account \***  
Enter Account

**Contact**  
Enter Contact

**SAP**

- A. Contract
- **B. Customer**
- C. Installed base
- **D. Product**

**Answer: B,D**

#### NEW QUESTION # 15

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