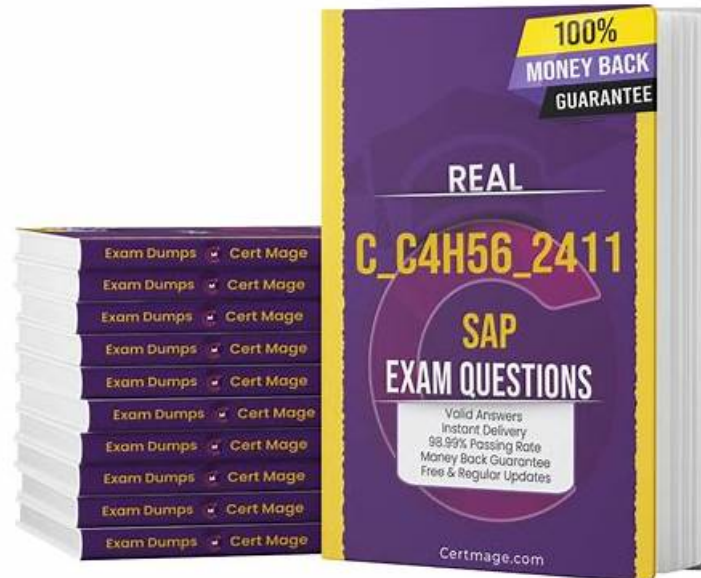


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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 4	<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 5	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

Answer: B

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 # 26

You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

- A. Service categories
- **B. Case routing**
- C. Notifications
- D. SLA

Answer: B

NEW QUESTION # 27

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 # 28

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

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

Answer: A,C

NEW QUESTION # 29

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Add a new field
- B. Create a new URL mashup
- **C. Change the field label**
- **D. Add a new button**

Answer: C,D

NEW QUESTION # 30

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