

SAP C-C4H56-2411 Desktop & Practice Test Software By VCETorrent



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

**Questions & Answers PDF
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experience as well.

SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q43-Q48):

NEW QUESTION # 43

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

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

Answer: A

NEW QUESTION # 44

Which of the following account master data can be included when creating account master data objects? Note: There are 2 correct answers to this question.

- **A. Role**
- B. Contract data
- C. Title
- **D. Account team member**

Answer: A,D

Explanation:

When creating account master data objects in SAP Service Cloud V2, Role can be included to define the account's function (e.g., customer, prospect). Account team member is also included to assign employees responsible for managing the account. According to SAP documentation, "Account master data includes attributes such as Role and Account Team Members to support customer relationship management." Title (B) is typically associated with contacts, not accounts. Contract data (D) is managed separately and not part of account master data creation.

Reference:

SAP Help Portal: Account Master Data in SAP Service Cloud V2

NEW QUESTION # 45

What basic steps are required to create the warranties as described?

- A. Create a Registered Product for an organization. Maintain the Warranty field and then save.
- B. Copy an existing Warranty to a new Individual Customer, alter the conditions and then save.
- **C. Warranties are automatically generated when a Registered Product is created.**
- D. Create a Registered Product for a Customer Account. Maintain the Warranty field and then save.

Answer: C

NEW QUESTION # 46

You cannot access cases in SAP Service Cloud Version 2. What could be the reason?

- A. Access rights for cases are limited to read access.
- B. Access rights are directly assigned to the business user.
- C. The employee is not assigned to the correct business role.
- **D. Access to the Case app is NOT enabled for the business user.**

Answer: D

NEW QUESTION # 47

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

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

Answer: B

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 # 48

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