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SAP C_C4H56_2411 Exam Syllabus Topics:

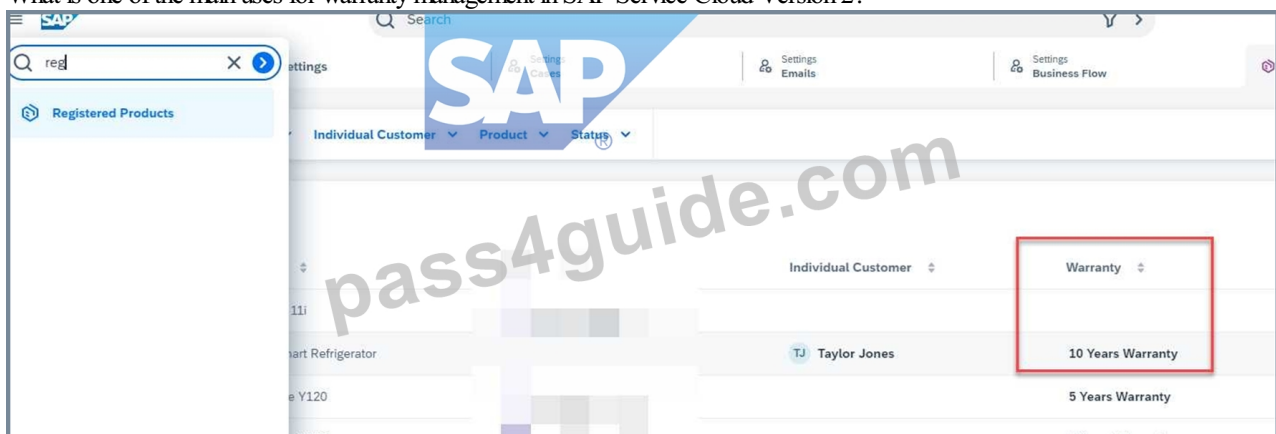
Topic	Details

Topic 1	• 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 2	• 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	• 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	• 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 5	• 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 6	• Personalization and Extensibility: 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q30-Q35):

NEW QUESTION # 30

What is one of the main uses for warranty management in SAP Service Cloud Version 2?



- A. Routing rules can be applied to warranties.
- **B. The warranty is assigned to a registered product.**
- C. The warranty is assigned to a contract.
- D. The system can be set up so that certain service levels are not covered.

Answer: B

NEW QUESTION # 31

Which of the following features can be used to tailor the user interface for the business? Note: There are 2 correct answers to this question.

- A. Language adaptation
- B. Business role
- C. Content security policy
- D. Homepage branding

Answer: A,D

Explanation:

To tailor the user interface in SAP Service Cloud V2, Homepage branding allows administrators to customize the look and feel of the homepage, including logos and color schemes, to align with corporate branding. Language adaptation enables the modification of field labels and texts to support different languages or business-specific terminology. According to SAP documentation, "Homepage branding and language adaptation are key features for customizing the user interface to meet business needs." Business role (B) controls access and permissions, not UI customization. Content security policy (C) is a security feature, not related to UI tailoring.

Reference:

SAP Help Portal: User Interface Customization in SAP Service Cloud V2

SAP Learning: UI Adaptation and Branding

NEW QUESTION # 32

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Tasks
- B. Cases
- C. Registered products
- D. Phone calls

Answer: B,D

NEW QUESTION # 33

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

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

Answer: A,B

NEW QUESTION # 34

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

Answer: A,C

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

SAP Learning: Account Management Configuration

NEW QUESTION # 35

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