SAP C_C4H56_2411 Pre-Exam Practice Tests | Real4Prep

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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 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	• 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 6	• 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 7	• 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 8	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q61-Q66):

NEW QUESTION # 61
What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Create access rights for read mode.
- B. Assign the employee to a case type.
- C. Assign access rights directly to the user.
- D. Assign the business service case to a business role.

Answer: D

Explanation:
To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.
Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.
Reference:
SAP Help Portal: Business Role Configuration in SAP Service Cloud V2
SAP Learning: Access Management in SAP Service Cloud

NEW QUESTION # 62
What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Build Apps
- B. SAP Event Mesh
- C. Machine learning
- D. SAP Cloud Integration

Answer: B,D

NEW QUESTION # 63
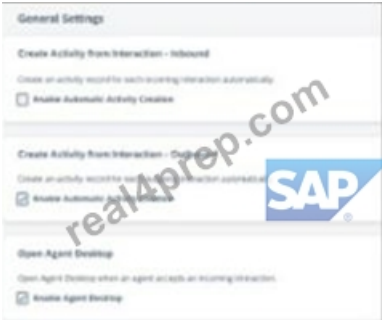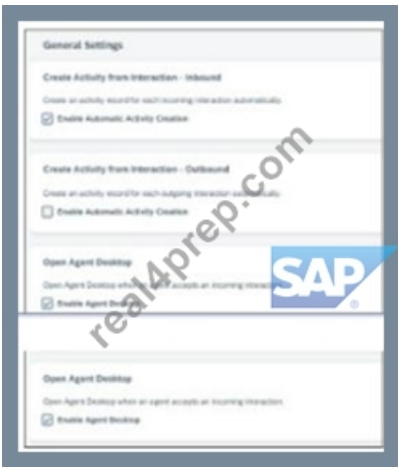
You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

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

Answer: B

NEW QUESTION # 64

Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.

- A.

- B.

- C.

- D.

Answer: A,C

NEW QUESTION # 65
How can end users access the Customer Hub screen in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Manually by navigating into the Customer Hub app from the menu
- B. Automatically when there is an incoming phone call
- C. Manually by performing a customer identification via Agent Desktop
- D. Automatically when an incoming phone call from a known customer is accepted

Answer: C,D

NEW QUESTION # 66

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