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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• 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 6	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q44-Q49):

NEW QUESTION # 44
Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service category
- B. Service team
- C. Employee
- D. Account

Answer: B,C

NEW QUESTION # 45
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. Homepage branding
- B. Language adaptation
- C. Business role
- D. Content security policy

Answer: A,B

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 # 46
You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A field attribute
- B. A workflow
- C. A determination
- D. An autoflow

Answer: C

Explanation:
To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.
Reference:
SAP Help Portal: Determination Rules in SAP Service Cloud V2
SAP Community: Field Value Calculations

NEW QUESTION # 47
Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

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

Answer: A

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 # 48
Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Groups
- C. Channel partners
- D. Individual customers

Answer: A,D

NEW QUESTION # 49
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