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

**Questions & Answers PDF
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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<ul style="list-style-type: none"> • 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 4	<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.
Topic 5	<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 6	<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 7	<ul style="list-style-type: none"> • 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 8	<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 9	<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.

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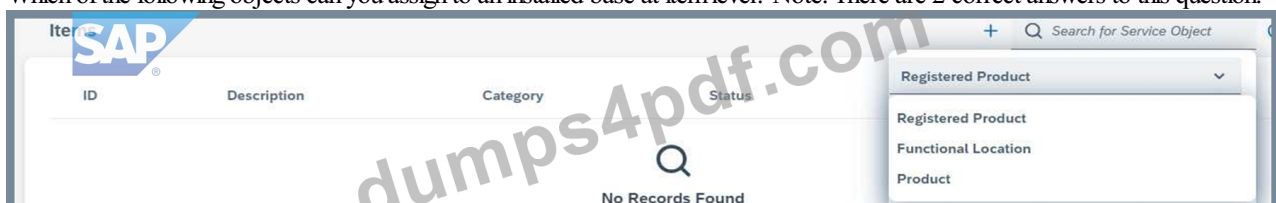
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q36-Q41):

NEW QUESTION # 36

Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.



- A. Warranty

- B. Product
- C. Maintenance plan
- D. Registered product

Answer: B,D

NEW QUESTION # 37

To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service levels
- B. Response templates
- C. Registered products
- D. Accounts

Answer: C,D

NEW QUESTION # 38

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. Notifications
- C. SLA
- D. Case routing

Answer: D

NEW QUESTION # 39

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

The screenshot shows the SAP Service Cloud configuration interface for a new e-mail channel. The interface includes the following fields and options:

- Channel Name ***: Call List Email Channel
- Channel Email ***: my1234567.callist@365.cx.demo.sap
- Display Name**: Call List Email Channel
- Status**: INACTIVE
- Case Type**: Search Case Type (dropdown menu showing Standard Case Type and ZTIC)
- Tenant Email for Automatic Forwarding**: inbound_my1000231@mail.de.crm.cloud.sap
- BCC for Outbound Emails**: BCC for Outbound Emails
- Object ***: Case (dropdown menu)
- Default Party**: Search Default Party
- Case Type Determination From Business Rules**: Off
- Case Type Determination From Custom Code Extensions**: Off
- Party Determination From Custom Code Extensions**: Off

- A. Case type
- B. Default account
- C. Channel e-mail ID
- D. Mashup service
- E. Channel type

Answer: A,B,E

NEW QUESTION # 40

Which elements can you use to control the reaction time? Note: There are 2 correct answers to this question.

- A. Case Designer with the step option assignment
- **B. Working calendar**
- C. Autoflow
- **D. Operating hours**

Answer: B,D

Explanation:

In SAP Service Cloud V2, reaction times for cases are influenced by Working calendar, which defines non-working days and holidays, and Operating hours, which specify the hours during which service agents are available. These elements ensure that reaction times are calculated based on actual working periods. According to SAP documentation, "Working calendar and operating hours are used to control reaction times by defining the availability for case handling." Case Designer with step option assignment (A) is for routing, not reaction time control. Autoflow (D) automates actions but does not directly manage reaction times.

Reference:

SAP Help Portal: SLA and Reaction Time Configuration





SAP Community: Managing Case Timelines

NEW QUESTION # 41

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