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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	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 3	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	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	• 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	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q60-Q65):

NEW QUESTION # 60

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Create a mashup to embed the web page of the external solution.
- C. Define a custom screen for the mashup.
- D. Use the web page URL of the external solution for extracting input parameters in the mashup.
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

Answer: B,D,E

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

NEW QUESTION # 61

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. The administrator must create an initial user in order to log in to the tenant for the first time.
- B. The customer will need to provision new tenants through SAP for Me.
- C. Any test tenant needs to be purchased separately.
- D. The business settings will need to be activated for the tenant.

Answer: A,B

NEW QUESTION # 62

Which of the following actions do you need to perform to receive inbound calls in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Use a CTI widget to connect the CTI solution.
- B. Activate the native CTI.
- C. Purchase an additional CTI license.
- D. Deactivate Live Activity Center.

Answer: A,B

Explanation:

To receive inbound calls in SAP Service Cloud V2, administrators must activate the native CTI (Computer Telephony Integration) to enable telephony capabilities. Additionally, a CTI widget must be used to connect the CTI solution to the Agent Desktop, allowing agents to handle calls. According to SAP documentation, "Activating native CTI and configuring the CTI widget are required to enable inbound call handling." Deactivating Live Activity Center (A) is not relevant to inbound calls. Purchasing an additional CTI license (D) may depend on the provider but is not a mandatory configuration step.

Reference:

SAP Help Portal: CTI Configuration in SAP Service Cloud V2

SAP Community: Inbound Call Setup

NEW QUESTION # 63

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Create a mashup to embed the web page of the external solution.
- C. Define a custom screen for the mashup.
- D. Use the web page URL of the external solution for extracting input parameters in the mashup.
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

Answer: B,D,E

NEW QUESTION # 64

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Assign products to existing accounts.
- B. Create an interaction log.
- C. Create installed bases.
- D. Create a service catalog.
- E. Display confirmed entities.

Answer: B,C,E

NEW QUESTION # 65

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