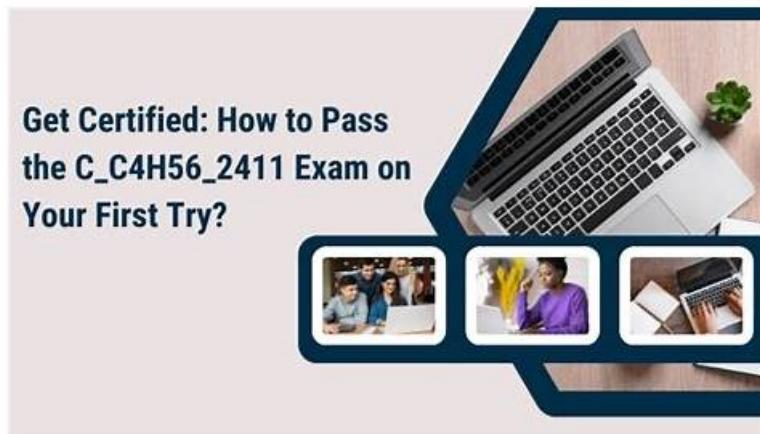


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## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q58-Q63):

### NEW QUESTION # 58

Which of the following objects can be replicated between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Maintenance plans
- B. Registered products**
- C. Contacts**
- D. Service contracts

**Answer: B,C**

Explanation:

In SAP Service Cloud Version 2, integration with SAP S/4HANA supports the replication of specific objects to ensure seamless service processes. Contacts are replicated to synchronize customer contact information, enabling consistent communication across systems. Registered products are also replicated to manage customer assets and link them to service cases. According to SAP documentation, "Standard integration between SAP Service Cloud V2 and SAP S/4HANA includes replication of master data such as Contacts and Registered Products." Maintenance plans (A) and Service contracts (D) are managed in SAP S/4HANA but are not part of the standard out-of-the-box replication for SAP Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Replication for Service Cloud

### NEW QUESTION # 59

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Maintenance plans
- B. Live activity configuration**
- C. Templates
- D. Agent Desktop**

**Answer: B,D**

Explanation:

In SAP Service Cloud V2, Live activity configuration can be activated to enable real-time interaction features like phone or chat channels. The Agent Desktop is also a service that can be activated to provide agents with a centralized interface for case management. According to SAP documentation, "Services such as Live Activity Configuration and Agent Desktop can be activated to enhance service delivery in SAP Service Cloud V2." Maintenance plans (A) are managed in SAP S/4HANA, not Service Cloud V2. Templates (B) are configured but not activated as a service.

Reference:

#### NEW QUESTION # 60

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

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

**Answer: C**

#### NEW QUESTION # 61

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. The installed base must be set to active status.
- **B. An active service contract must be added to the installed base.**
- **C. A customer needs to be assigned to the installed base.**
- D. At least one registered product must be assigned to the installed base.

**Answer: B,C**

#### NEW QUESTION # 62

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- **B. Priority**
- **C. Completion due on**
- D. Day of the week

**Answer: B,C**

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 [community.sap.com](https://community.sap.com) SAP Help Portal: SLA Setup in SAP Service Cloud V2

#### NEW QUESTION # 63

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