

2025 C_C4H56_2411 Exam Score - Latest SAP SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 - C_C4H56_2411 Passed



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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	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 3	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 4	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 5	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 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.
Topic 7	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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q71-Q76):

NEW QUESTION # 71

What steps are required to determine the GOLD service level? Note: There are 2 correct answers to this question.

- A. Create and activate a service level determination rule where the condition is: WHEN Priority == 'Immediate' THEN Service Level is GOLD
- B. Create and activate a new service level called 'GOLD' in the Case Designer.
- C. Create and activate a service level determination rule where the condition is: WHEN Escalation Status == 'ESCALATED' THEN Service Level is GOLD
- D. Create and activate a new service level called 'GOLD' for escalated cases.

Answer: A,B

Explanation:

To determine the GOLD service level in SAP Service Cloud V2, administrators must create and activate a new service level called 'GOLD' in the Case Designer to define the SLA parameters. Additionally, a service level determination rule must be created and activated with the condition WHEN Priority == 'Immediate' THEN Service Level is GOLD to assign the GOLD service level based on case priority. According to SAP documentation, "Creating and activating a service level in the Case Designer and defining determination rules with conditions like Priority are required to apply the GOLD service level." Creating a service level for escalated

cases (C) is too specific and not a standard step. A rule based on Escalation Status (D) is possible but not the primary condition described for GOLD service level determination.

Reference:

SAP Help Portal: Service Level Configuration in SAP Service Cloud V2

SAP Community: SLA Determination Rules

NEW QUESTION # 72

Which tool can you use to rename the cases facet?

- A. Workflow with action type field update
- B. Page layout
- C. Adaptation tool
- **D. Language adaptation tool**

Answer: D

NEW QUESTION # 73

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

Answer: B,D

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 # 74

Which actions are prerequisites to utilize registered products? Note: There are 2 correct answers to this question.

- A. Create customer records
- **B. Activate the service in the business role**
- C. Create numeric ranges for customers
- **D. Create an installed base**

Answer: B,D

NEW QUESTION # 75

Which field can be used to determine Service Level Agreements?

- **A. Custom field**
- B. Account role
- C. Reading value of a registered product
- D. Event in case

Answer: A

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