

# 2025 Useful SAP C\_C4H56\_2411: Exam SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Vce



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## Quiz 2025 SAP High-quality C\_C4H56\_2411: Exam SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Vce

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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Basic Setup</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Service Elements:</b> 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>• <b>Communication Channels:</b> 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 4	<ul style="list-style-type: none"><li>• <b>Master Data:</b> 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.  <b>User Management:</b> 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>
Topic 5	<ul style="list-style-type: none"><li>• <b>Integration:</b> 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.</li></ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q42-Q47):

### NEW QUESTION # 42

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

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

**Answer: A,D**

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

### NEW QUESTION # 43

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create an organizational structure
- B. Create business roles
- C. Assign employees to organizational units
- D. Log in with an initial user

**Answer: A,B**

#### NEW QUESTION # 44

Which element can be used to restrict access to views?

Business Service ID	Name	Read Access	Write Access	Restriction Rule
sap.crm.md.service.accountService	Account	Unrestricted	No Access	Unassigned
sap.crm.md.service.accountHierarchyService	Account Hierarchy	Unrestricted	No Access	Unassigned
sap.crm.service.activityManagementService	Activity Manager	Restricted	Unrestricted	Unassigned

- A. Field extensions
- B. Business roles
- C. Service levels
- D. Code list restrictions

**Answer: B**

#### NEW QUESTION # 45

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- A. Searchable
- B. Data type
- C. Sortable
- D. Label

**Answer: B,D**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (C) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

#### NEW QUESTION # 46

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Create an extension field with data type String and data format Code.
- B. Activate the Multi Value flag in the adaptation mode.
- C. Create an extension field with data type Object and data format Code.
- D. Maintain the list of values and activate the Multi Value flag.

**Answer: A,D**

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to

maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

## NEW QUESTION # 47

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