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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	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 5	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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Category
- B. Subcategory
- C. Incident category
- D. Cause category

Answer: A,B

NEW QUESTION # 14

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Configure the relevant integration flow.
- B. Integrate a knowledge base.
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- D. Purchase a license.

Answer: B,C

Explanation:

To give service agents access to knowledge base articles in SAP Service Cloud V2, administrators must set up knowledge base articles within the system to create and manage content. Additionally, integrating a knowledge base (e.g., with SAP Knowledge Management or a third-party solution) is required to make articles accessible. According to SAP documentation, "Setting up knowledge base articles and integrating a knowledge base are key steps to enable agent access." Purchasing a license (C) may be necessary for third-party solutions but is not a configuration step. Configuring the relevant integration flow (D) is part of integration but not always mandatory, depending on the knowledge base solution.

Reference:

SAP Help Portal: Knowledge Base Configuration in SAP Service Cloud V2

SAP Community: Knowledge Management Setup

NEW QUESTION # 15

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

Answer: A,B

NEW QUESTION # 16

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Cases
- C. Maintenance plan
- D. Service orders

Answer: A,B

NEW QUESTION # 17

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. The event types are enabled by default and cannot be changed.
- B. In the general configuration of Agent Desktop
- C. In the Customer Hub screen configuration
- D. In the timeline configuration

Answer: D

NEW QUESTION # 18

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