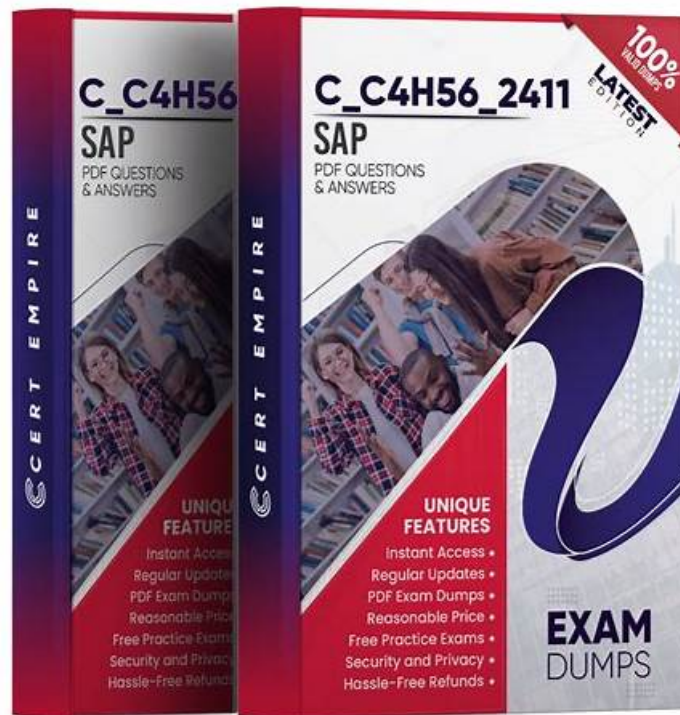


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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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 6	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q41-Q46):

NEW QUESTION # 41

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

□

- A. Account
- B. Employee
- C. Service team
- D. Service category

Answer: B,C

NEW QUESTION # 42

Which objects can you use to route a case to an employee?

- A. Source
- B. Mashup
- C. Autoflow
- D. Input fields in the Case Designer

Answer: A

Explanation:

In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.

Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees.

Input fields in the Case Designer (C) collect data but are not used for routing.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 43

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

Answer: C,D

NEW QUESTION # 44

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the product page
- B. In the cases settings view
- C. In the case worklist by choosing the Case app from the menu
- D. In the My Cases Summary card available in the home page

Answer: C,D

NEW QUESTION # 45

Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Implement the provided hotfix number
- B. Report an issue via case
- C. Create an incident
- D. Send an e-mail to SAP Cloud Support

Answer: C

NEW QUESTION # 46

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