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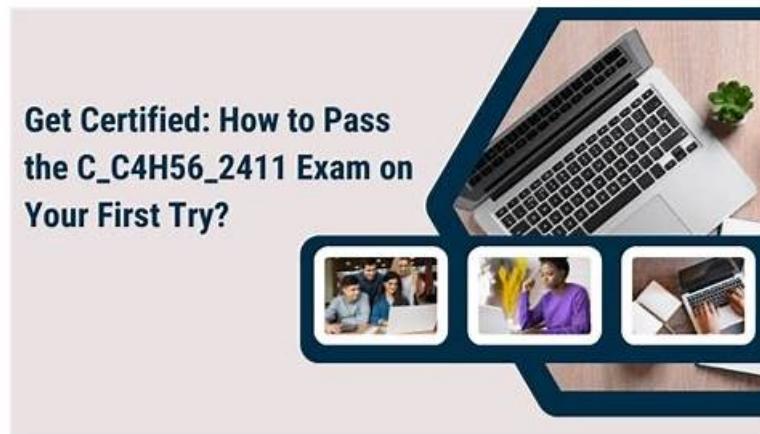

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 (Q79-Q84):

NEW QUESTION # 79
Which of the following objects can be displayed in the Timeline tabstrip in the Customer Hub? Note: There are 2 correct answers to this question.
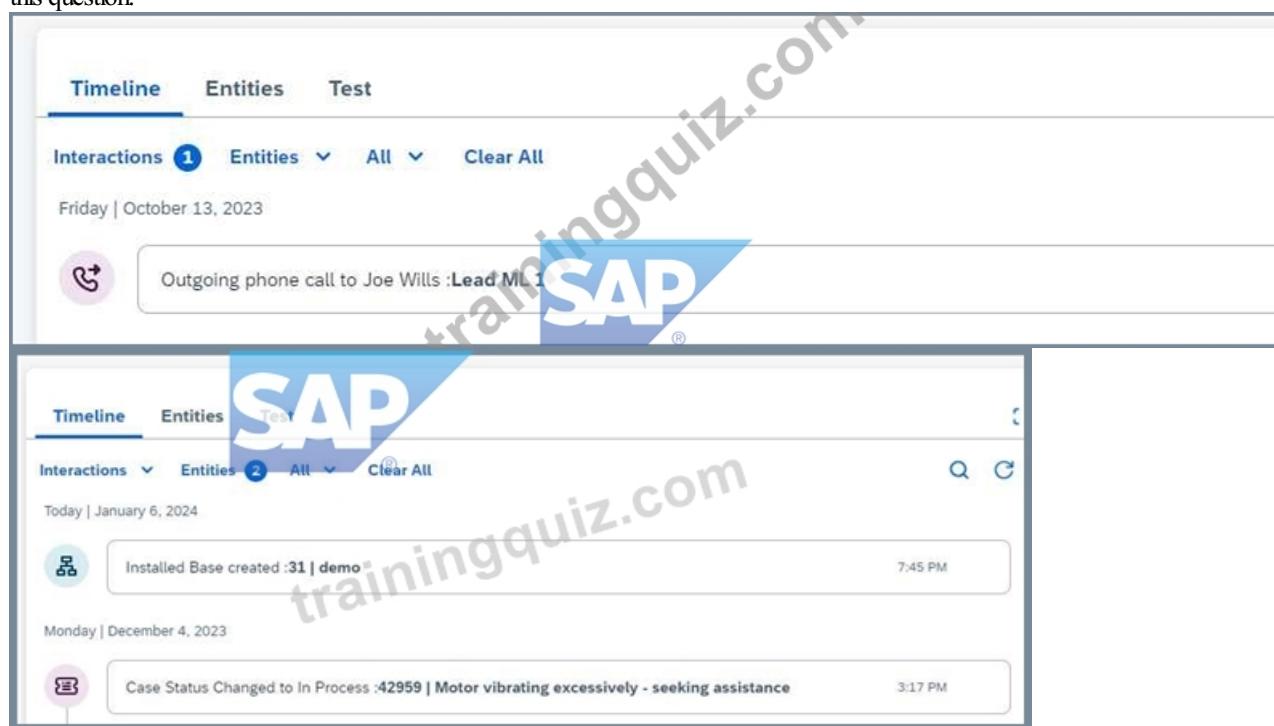
- A. Cases
- B. Contracts
- C. Installed base
- D. Calls

Answer: A,B

NEW QUESTION # 80
Which elements can you use to control the reaction time? Note: There are 2 correct answers to this question.

- A. Operating hours
- B. Working calendar

- C. Case Designer with the step option assignment
- D. Autoflow

Answer: A,B

Explanation:
In SAP Service Cloud V2, reaction times for cases are influenced by Working calendar, which defines non-working days and holidays, and Operating hours, which specify the hours during which service agents are available. These elements ensure that reaction times are calculated based on actual working periods. According to SAP documentation, "Working calendar and operating hours are used to control reaction times by defining the availability for case handling." Case Designer with step option assignment (A) is for routing, not reaction time control. Autoflow (D) automates actions but does not directly manage reaction times.
Reference:
SAP Help Portal: SLA and Reaction Time Configuration
SAP Community: Managing Case Timelines

NEW QUESTION # 81
Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Account hierarchy
- B. Contact
- C. Service Team
- D. Responsible employee

Answer: C,D

Explanation:
In SAP Service Cloud V2, case routing can utilize master data such as Responsible employee to assign cases to specific individuals based on conditions like expertise or availability. Service Team is also used to route cases to predefined teams. According to SAP documentation, "Case routing rules can leverage master data like Responsible Employee and Service Team to determine case assignments." Contact (B) is a case attribute but not typically used for routing. Account hierarchy (C) is used for account management, not routing.
Reference:
SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2
SAP Learning: Master Data in Case Routing

NEW QUESTION # 82
Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.
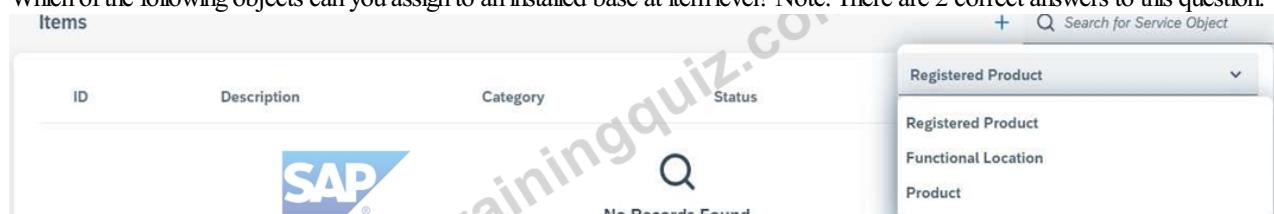
- A. Maintenance plan
- B. Warranty
- C. Registered product
- D. Product

Answer: C,D

NEW QUESTION # 83
Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

- A. Case type
- B. Default account
- C. Mashup service
- D. Channel e-mail ID
- E. Channel type

Answer: A,B,E

NEW QUESTION # 84

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Overall, we can say that with the SAP C_C4H56_2411 exam you can gain a competitive edge in your job search and advance your career in the tech industry. However, to pass the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C_C4H56_2411) exam you have to prepare well. For the quick C_C4H56_2411 exam preparation the C_C4H56_2411 Questions is the right choice.

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