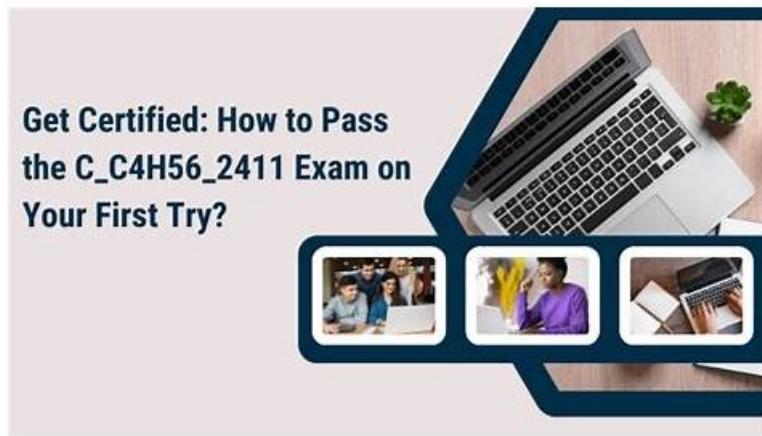


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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<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 3	<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 4	<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 5	<ul style="list-style-type: none">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	<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 7	<ul style="list-style-type: none"> 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.
Topic 8	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.

- A. Workflow
- **B. Condition**
- C. Message
- **D. Action**

Answer: B,D

NEW QUESTION # 24

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

- A. Routing rules can be applied to warranties.
- B. The system can be set up so that certain service levels are not covered.
- C. The warranty is assigned to a contract.
- **D. The warranty is assigned to a registered product.**

Answer: D

NEW QUESTION # 25

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Language adaptation
- B. Autoflow
- **C. Adaptation**
- D. Page layout

Answer: C,D

NEW QUESTION # 26

What basic steps are required to create the warranties as described?

- A. Create a Registered Product for a Customer Account. Maintain the Warranty field and then save.
- B. Create a Registered Product for an organization. Maintain the Warranty field and then save.
- C. Copy an existing Warranty to a new Individual Customer, alter the conditions and then save.
- D. **Warranties are automatically generated when a Registered Product is created.**

Answer: D

NEW QUESTION # 27

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. **Business roles**
- C. **Restriction rules**
- D. Validation rules

Answer: B,C

Explanation:

In SAP Service Cloud V2, Restriction rules are used to define specific access constraints, such as limiting access to certain accounts or cases based on conditions. Business roles control user access rights by assigning permissions to objects, views, and fields.

According to SAP documentation, "Access rights are managed through Restriction Rules and Business Roles to ensure users have appropriate permissions." Validation rules (A) enforce data integrity, not access. Autoflow (D) automates actions, not controls access.

Reference:

SAP Help Portal: Access Management in SAP Service Cloud V2

SAP Learning: Business Roles and Restriction Rules

NEW QUESTION # 28

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