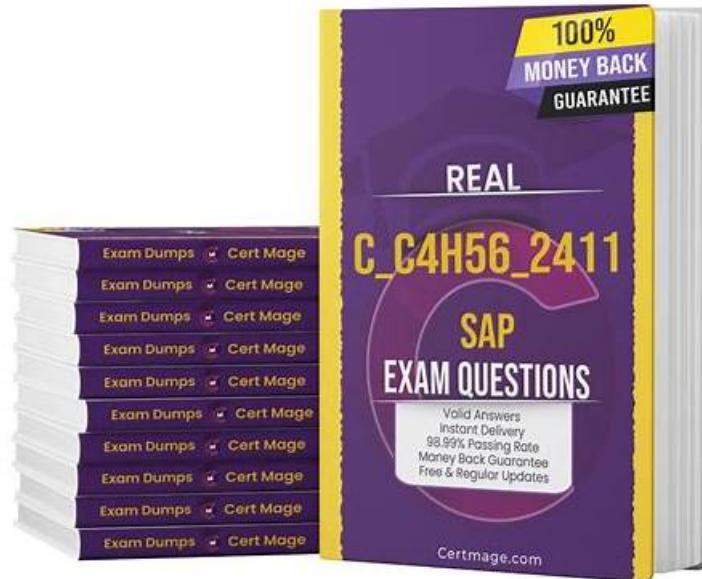


Dumps C-C4H56-2411 Questions & Passing C-C4H56-2411 Score Feedback



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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 4	<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 5	<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 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"> 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 8	<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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This kind of prep method is effective when preparing for the SAP C-C4H56-2411 certification exam since the cert demands polished skills and an inside-out understanding of the syllabus. These skills can be achieved when you go through intensive SAP C-C4H56-2411 Exam Training and attempt actual SAP C-C4H56-2411.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which of the following activities are necessary for using cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set Up Product Lists
- B. Maintain Business Users
- C. Activate Scoping Items**
- D. Set Up Business Roles

Answer: C,D

NEW QUESTION # 11

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. A filter option for the case summary**
- B. Business role assignment
- C. Case responsibility determination**
- D. To control validity of the service catalog
- E. Service level determination**

Answer: A,C,E

NEW QUESTION # 12

Which of the following are required to grant access to business users? Note: There are 2 correct answers to this question.

- A. Employee
- B. Access restriction
- C. Assignment to an organizational unit
- D. User ID

Answer: A,D

Explanation:

To grant access to business users in SAP Service Cloud V2, a User ID is required to create a user account with login credentials. Additionally, associating the user with an Employee record is necessary to link the user to organizational roles and permissions.

According to SAP documentation, "Creating a User ID and linking it to an Employee record are essential steps to grant access to business users." Access restriction (C) is configured via business roles, not a direct requirement. Assignment to an organizational unit (D) is optional and depends on the organizational structure.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business User Setup

NEW QUESTION # 13

How can service agents create cases? Note: There are 2 correct answers to this question.

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- A. In the case worklist, Create button (+) and select Case.
- B. In the Related Service Object facet of registered products, Create button (+) and select Case.
- C. In Agent Desktop, click the Create button (+) and select Case.
- D. In the Account General facet, Create button (+) and select Case.

Answer: B,C

NEW QUESTION # 14

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

Answer: A,D

NEW QUESTION # 15

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