

# **C\_C4H56\_2411 Training Pdf Material & C\_C4H56\_2411 Latest Study Material & C\_C4H56\_2411 Test Practice Vce**



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## **SAP C\_C4H56\_2411 Exam Syllabus Topics:**

<b>Topic</b>	<b>Details</b>
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

>> Question C\_C4H56\_2411 Explanations <<

## C\_C4H56\_2411 Test Online & Reliable C\_C4H56\_2411 Exam Questions

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

#### NEW QUESTION # 55

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

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

**Answer: A,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 # 56

Which of the following elements are mandatory to create a new product? Note: There are 2 correct answers to this question.

- A. Sales area data
- B. Price
- C. Product group
- D. Unit of measure

**Answer: C,D**

Explanation:

When creating a new product in SAP Service Cloud V2, the Product group is mandatory to categorize the product within the system. The Unit of measure is also required to define how the product is quantified (e.g., pieces, kilograms). According to SAP documentation, "Creating a new product requires specifying the Product Group and Unit of Measure as mandatory fields." Price (B) is optional, as pricing may not apply to all products. Sales area data (C) is relevant for sales processes, not mandatory for product

creation in Service Cloud.

Reference:

SAP Help Portal: Product Creation in SAP Service Cloud V2

SAP Community: Product Master Data Setup

#### NEW QUESTION # 57

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Define a custom screen for the mashup.
- B. **Create a mashup to embed the web page of the external solution.**
- C. Develop a custom business object.
- D. **Use the web page URL of the external solution for extracting input parameters in the mashup.**
- E. **Include a dedicated step pointing to the mashup in one of the phases of the case type.**

**Answer: B,D,E**

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

#### NEW QUESTION # 58

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign products to existing accounts.
- B. Create installed bases.
- C. **Use a mashup to execute transactions in other SAP solutions.**
- D. Create accounts and contacts.

**Answer: C,D**

#### NEW QUESTION # 59

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. **Routing rules**
- C. **Assignment step in the Case Designer**
- D. Input step in the Case Designer

**Answer: B,C**

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the

SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under **Settings** → **Cases** → **Case Routing to Team** → **Case Routing to Employees**.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

### Reference:

SAP Help Portal: Configuring Case Routing Rules learning.sap.com

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

## NEW QUESTION # 60

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