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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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 4	• 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	• 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 6	• 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 7	• 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 8	• 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 (Q18-Q23):

NEW QUESTION # 18
Which of the following master data entities are included in the out-of-the-box package for integration between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Equipment
- B. Maintenance Plan
- C. Account Groups
- D. Contacts

Answer: A,D

Explanation:
The out-of-the-box integration package between SAP Service Cloud V2 and SAP S/4HANA includes master data entities such as Contacts and Equipment. Contacts are synchronized to manage customer relationships, while Equipment is integrated to support asset and service management processes. According to SAP documentation, "Standard integration includes master data like Contacts and Equipment to enable seamless service processes between SAP Service Cloud V2 and SAP S/4HANA." Account Groups (C) are not part of the standard master data integration. Maintenance Plan (D) is specific to SAP S/4HANA Asset Management and not included in the out-of-the-box integration for Service Cloud V2.

Reference:
SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2
SAP Community: Master Data Integration for Service Cloud

NEW QUESTION # 19

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. Calls
- B. Installed base
- C. Cases
- D. Contracts

Answer: C,D

NEW QUESTION # 20

Which model can be used for ABAP cloud-native development?

- A. The SAP S/4HANA Cloud Extensibility Model
- B. The ABAP Cloud Development Model
- C. ABAP RESTful Application Programming Model

Answer: C

Explanation:
For ABAP cloud-native development, SAP recommends the ABAP RESTful Application Programming Model (RAP). RAP is designed for building cloud-ready, RESTful applications and extensions in the SAP BTP ABAP environment, supporting clean core principles. According to SAP documentation, "The ABAP RESTful Application Programming Model (RAP) is the standard model for cloud-native development in ABAP." The ABAP Cloud Development Model (A) is not a specific model. The SAP S/4HANA Cloud Extensibility Model (B) refers to extensibility approaches but is not specific to ABAP cloud-native development.
Reference:
SAP Help Portal: ABAP RESTful Application Programming Model
SAP Community: ABAP Cloud Development

NEW QUESTION # 21

Which of the following options is correct in the configuration, if you want to assign an escalated case with priority urgent to a team?
Note: Scroll down to view all possible answer options.

- A. Option D
- B. Option C
- C. Option A
- D. Option B

Answer: D

NEW QUESTION # 22

Which actions are prerequisites for using registered products? Note: There are 2 correct answers to this question.

- A. Create an installed base
- B. Activate the service in the business role
- C. Create numeric ranges for customers
- D. Use existing customer records

Answer: A,D

Explanation:
To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management."

Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

NEW QUESTION # 23

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