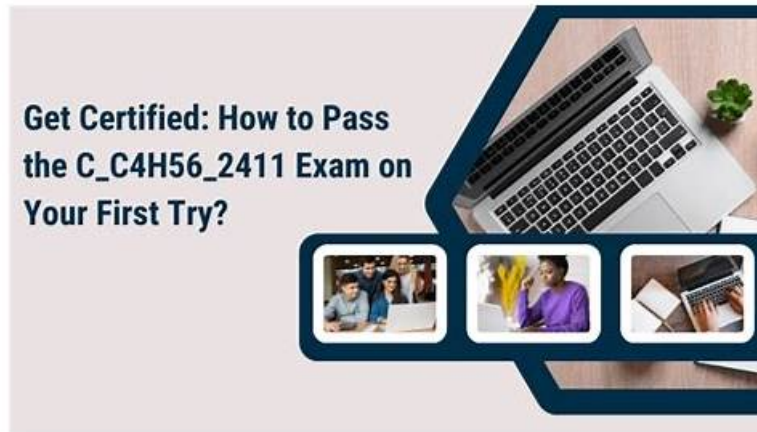


C_C4H56_2411 Practice Test, Exam C_C4H56_2411 Score



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> 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 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"> 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 5	<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.
Topic 6	<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.

Topic 7	<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 8	<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 9	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q61-Q66):

NEW QUESTION # 61

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Activate the Multi Value flag in the adaptation mode.
- B. Create an extension field with data type Object and data format Code.
- C. Maintain the list of values and activate the Multi Value flag.
- D. Create an extension field with data type String and data format Code.

Answer: C,D

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 62

Which of the following elements do you need to be able to use Microsoft Teams in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Outbound calls
- B. Microsoft Office 365 license
- C. Email integration

- D. Cases

Answer: A,B

NEW QUESTION # 63

Which of the following rule options can be implemented to automatically assign a case?

- A. Case routing
- B. Validation
- C. BRF+
- D. Autoflow

Answer: A,D

Explanation:

Automatic case assignment in SAP Service Cloud V2 can be achieved using Case routing rules, which allow administrators to define conditions (e.g., case type, priority) to route cases to specific employees or teams. Autoflow is another option, as it supports automation of case assignments by triggering actions based on predefined conditions. According to SAP documentation, "Case routing rules and autoflows enable automatic assignment of cases to employees or teams based on business logic." Validation (A) is used to check data integrity, not for assignment. BRF+ (D) is a business rule framework used in other SAP systems but not directly in Service Cloud V2 for case assignment.

Reference:

SAP Help Portal: Case Routing and Autoflow Configuration

SAP Community: Automation in SAP Service Cloud V2

NEW QUESTION # 64

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Email Drafter
- B. Validation Rules
- C. Similar Case Recommendation
- D. Product Proposal

Answer: A,C

Explanation:

SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.

Reference:

SAP Help Portal: AI Features in SAP Service Cloud V2

SAP Community: AI Capabilities in Service Cloud

NEW QUESTION # 65

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

- A. Edit customer details
- B. Access interactions and notes in the timeline tab
- C. Launch a customer survey
- D. Create a new e-mail message or a new case from the What Would You Like To Do? area
- E. View customer details

Answer: B,D,E

