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SAP C\_ARP2P\_2208 SAP Certified Application Associate - SAP Ariba Procurement



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

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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 5	<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>
Topic 6	<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>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q45-Q50):

### NEW QUESTION # 45

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

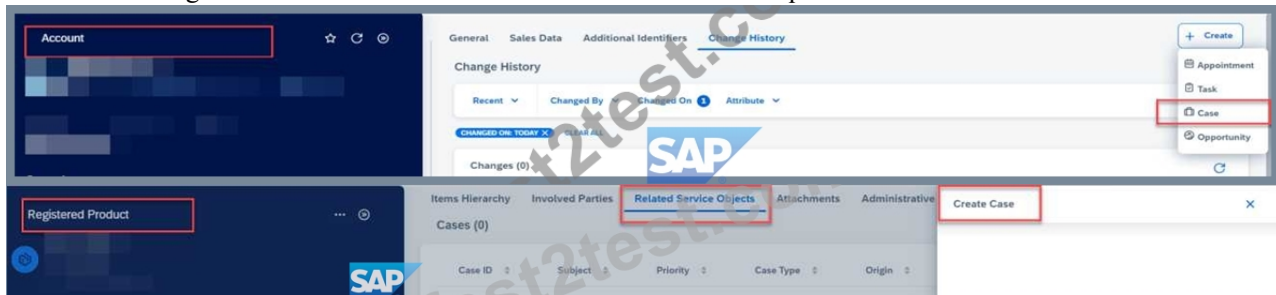
The screenshot shows the SAP Agent Desktop configuration page for CTI. Under 'Live Interaction Widget Settings', the 'Provider Details' section has a red box around the 'Provider URL' field. Below, the 'Channels' table lists 'Phone' and 'WhatsApp'. The 'Phone' row has a red box around the 'Type' dropdown (set to 'Phone') and the 'Active' toggle switch, which is currently turned on.

- A. Add the phone channel to the live interaction widget.
- B. Obtain API token credentials from the CTI provider.
- C. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- D. Add a mashup service in Agent Desktop.

Answer: A,C

#### NEW QUESTION # 46

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



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

Answer: A,B

#### NEW QUESTION # 47

Which attribute can you assign to a warranty?

The screenshot shows a table titled 'Warranties (4)' in the SAP Service Cloud V2 interface. The table has five columns: ID, Name, Status, Duration, and External ID. There is one row of data.

ID	Name	Status	Duration	External ID
6	5 Years Warranty	ACTIVE	5 years	-

- A. Registered products
- B. Non-covered categories
- C. Duration
- D. Dates

Answer: C

#### NEW QUESTION # 48

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. User profile
- B. Business role
- C. Employee role
- D. Security policy

Answer: B,D

Explanation:

When creating a user in SAP Service Cloud V2, you can assign a Business role to define the user's access rights and permissions for specific objects and views. Additionally, a Security policy can be assigned to enforce password requirements and other security settings. According to SAP documentation, "During user creation, administrators assign business roles and security policies to ensure proper access and compliance." Employee role (B) is not a standard object for user assignment in Service Cloud V2. User profile (C) is a configuration setting, not an assignable object.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business Role and Security Policy Configuration

What is the only way to change an active case type?

- Answer: D**

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