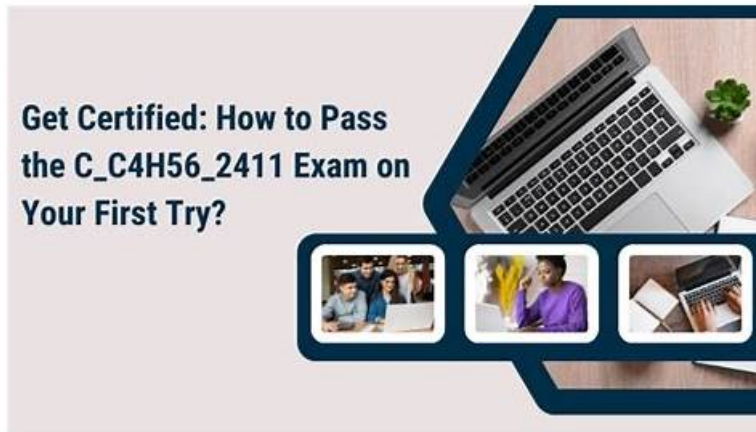


New C_C4H56_2411 Exam Guide & New C_C4H56_2411 Test Practice



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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"> 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 6	<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 7	<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 8	<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 9	<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.

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Free PDF Quiz 2026 SAP Pass-Sure C_C4H56_2411: New SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Exam Guide

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Create a case routing rule.
- B. Assign the team responsible for handling cases.
- C. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- D. Maintain and activate at least one e-mail channel.

Answer: A,D

NEW QUESTION # 15

Which tool can you use to rename the cases facet?

- A. Workflow with action type field update
- B. Page layout
- C. Language adaptation tool
- D. Adaptation tool

Answer: C

NEW QUESTION # 16

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. At least one registered product must be assigned to the installed base.
- B. A customer needs to be assigned to the installed base.
- C. An active service contract must be added to the installed base.

- D. The installed base must be set to active status.

Answer: A,D

NEW QUESTION # 17

Which objects can you use to route a case to an employee?

- A. Input fields in the Case Designer
- B. Source
- C. Mashup
- D. Autoflow

Answer: B

Explanation:

In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.

Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees. Input fields in the Case Designer (C) collect data but are not used for routing.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 18

Which element can be used to restrict access to views?

- A. Determination rules
- B. Field attributes
- C. Business roles
- D. Code list restrictions

Answer: C

Explanation:

Access to views in SAP Service Cloud V2 is restricted using business roles. Business roles define the permissions and access rights for users, including which views (e.g., case lists, account details) they can access. According to SAP documentation, "Business roles are used to control access to specific views and objects, ensuring users only see relevant data." Determination rules (B) are used for field value calculations, not view access. Code list restrictions (C) limit dropdown values, not views. Field attributes (D) control field properties, not view-level access.

Reference:

SAP Help Portal: Business Role Configuration in SAP Service Cloud V2

SAP Learning: Access Management

NEW QUESTION # 19

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