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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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 6	<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 7	<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 8	<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 9	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q37-Q42):

NEW QUESTION # 37

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set up Agent Desktop
- B. Maintain case types
- C. Set scoping attributes
- D. Set up deals

Answer: A,B

NEW QUESTION # 38

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Create access rights for read mode.
- B. Assign access rights directly to the user.
- C. Assign the business service case to a business role.
- D. Assign the employee to a case type.

Answer: C

Explanation:

To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.

Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.

Reference:

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

SAP Learning: Access Management in SAP Service Cloud

NEW QUESTION # 39

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. Any test tenants need to be purchased separately.
- B. The customer needs to provision new tenants.
- C. The business settings need to be activated for the tenant.
- D. The administrator must create an initial user in order to log in to the tenant for the first time.

Answer: A,B

NEW QUESTION # 40

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

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

Answer: B,C

NEW QUESTION # 41

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Technical
- B. Business
- C. Administration
- D. Development

Answer: A,B

NEW QUESTION # 42

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