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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 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	• 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 5	• 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 (Q73-Q78):

NEW QUESTION # 73
Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Create a mashup to embed the web page of the external solution.
- B. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Define a custom screen for the mashup.
- E. Develop a custom business object.

Answer: A,B,C

NEW QUESTION # 74
Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Maintenance plan
- C. Cases
- D. Service orders

Answer: A,C

NEW QUESTION # 75

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Change the existing status schema.
- B. Add or remove statuses in the existing status schema.
- C. The status schema cannot be adapted.
- D. Use code list restrictions.

Answer: A,B

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.
Reference:
SAP Help Portal: Case Type Configuration in SAP Service Cloud V2
SAP Learning: Status Schema Management

NEW QUESTION # 76

Which features can you activate with Microsoft Teams integration?

- A. Create and share knowledge articles
- B. Send an email and link it to the case
- C. Start a phone call with CTI
- D. Users can collaborate in shared workspaces

Answer: D

Explanation:

Microsoft Teams integration in SAP Service Cloud V2 enables users to collaborate in shared workspaces, allowing agents to share case details, discuss issues, and coordinate within Teams channels. According to SAP documentation, "Microsoft Teams integration supports collaboration in shared workspaces to enhance team communication." Starting a phone call with CTI (A) is a separate CTI feature, not Teams-specific. Creating and sharing knowledge articles (B) is part of knowledge base functionality, not Teams. Sending an email and linking it to a case (C) is a standard Service Cloud feature, not tied to Teams.
Reference:
SAP Help Portal: Microsoft Teams Integration in SAP Service Cloud V2
SAP Learning: Collaboration with Microsoft Teams

NEW QUESTION # 77

How can end users access the Customer Hub screen in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Manually by navigating into the Customer Hub app from the menu
- B. Manually by performing a customer identification via Agent Desktop
- C. Automatically when there is an incoming phone call
- D. Automatically when an incoming phone call from a known customer is accepted

Answer: B,D

NEW QUESTION # 78

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