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

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Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Cases:</b> 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 2	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Objects:</b> 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>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Integration:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Personalization and Extensibility:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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 8	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q36-Q41):

### NEW QUESTION # 36

Which of the following account master data can be included when creating account master data objects? Note: There are 2 correct answers to this question.

- **A. Account team member**
- B. Title
- **C. Role**
- D. Contract data

**Answer: A,C**

Explanation:

When creating account master data objects in SAP Service Cloud V2, Role can be included to define the account's function (e.g., customer, prospect). Account team member is also included to assign employees responsible for managing the account. According to SAP documentation, "Account master data includes attributes such as Role and Account Team Members to support customer relationship management." Title (B) is typically associated with contacts, not accounts. Contract data (D) is managed separately and not part of account master data creation.

Reference:

SAP Help Portal: Account Master Data in SAP Service Cloud V2

SAP Learning: Account Management Configuration

### NEW QUESTION # 37

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Tasks
- **B. Phone calls**
- **C. Cases**
- D. Registered products

**Answer: B,C**

### NEW QUESTION # 38

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- **A. Data type**
- B. Searchable
- **C. Label**
- D. Sortable

**Answer: A,C**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

### NEW QUESTION # 39

What functionality can be enabled to assist agents with case resolution?

- A. Configure templates for responses.
- **B. Integrate a knowledge base.**
- C. Create and assign surveys to the case.
- D. Integrate Microsoft Teams.

**Answer: B**

### NEW QUESTION # 40

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A workflow
- **B. A determination**
- C. A field attribute
- D. An autoflow

**Answer: B**

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used.

Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or

conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

## NEW QUESTION # 41

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