

C-C4H56-2411試験の準備方法 | 効果的なC-C4H56-2411受験方法試験 | 便利なSAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2日本語解説集



BONUS!!! It-Passports C-C4H56-2411ダンプの一部を無料でダウンロード: https://drive.google.com/open?id=1xo-kUdsI5tcavx4nsE5_q733X_7B5XU

かねてIT認定試験資料を開発する会社として、高品質のSAP C-C4H56-2411試験資料を提供したり、ピフォワ、アフタサービスに関心を寄せたりしています。我々社の職員は全日であなたのお問い合わせを待っております。何の疑問があると、弊社の職員に連絡して問い合わせます。一年間で更新するなる、第一時間であなたのメールボックスに送ります。

SAP C-C4H56-2411 認定試験の出題範囲:

トピック	出題範囲
トピック 1	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.
トピック 2	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.
トピック 3	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.

トピック 4	• 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.
トピック 5	• 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.
トピック 6	• 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.
トピック 7	• 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.
トピック 8	• 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.
トピック 9	• 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.

>> C-C4H56-2411受験方法 <<

C-C4H56-2411日本語解説集、C-C4H56-2411専門試験

試験を受けることでSAP認定を取得することを期待する人が増えています。ただし、多くの人にとって試験は非常に困難です。特に正しい学習教材を選択せずに適切な方法を見つけた場合、C-C4H56-2411試験に合格して関連する認定を取得することはより困難になります。関連する認定を効率的な方法で取得したい場合は、当社のC-C4H56-2411学習教材を選択してください。弊社のC-C4H56-2411学習教材が試験に合格し、簡単に認定を取得するのに役立ちます。

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 認定 C-C4H56-2411 試験問題 (Q23-Q28):

質問 # 23

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Service level determination
- B. Business role assignment
- C. A filter option for the case summary
- D. To control validity of the service catalog
- E. Case responsibility determination

正解: A、C、E

質問 # 24

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

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

正解: C、D

解説:

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

質問 # 25

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

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

正解: A、D

解説:

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

質問 # 26

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Priority
- B. Day of the week
- C. Maintenance plan
- D. Completion due on

正解: A、D

解説:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com SAP Help Portal: SLA Setup in SAP Service Cloud V2

Which field can be used to determine Service Level Agreements?

- A. Account role
- **B. Custom field**
- C. Event in case
- D. Reading value of a registered product

正解： B

質問 # 28

• • • • •

SAP事実が語るよりも説得力があることは明かです。したがって、当社がコンパイルしたC-C4H56-2411テストトレントを味わうために、このWebサイトで無料デモを用意しました。弊社It-PassportsがまとめたC-C4H56-2411試験トレントは、試験に備えるための最高のC-C4H56-2411試験トレントであると私たちが確信している理由を理解するでしょう。無料のデモはいつでも好きなときにダウンロードできます。いつでも試してみてください。C-C4H56-2411のSAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2試験の資料は決してあなたを失望させません。

C-C4H56-2411日本語解説集: <https://www.it-passports.com/C-C4H56-2411.html>

- [illegible]

BONUS !!! It-Passports C-C4H56-2411ダンプの一部を無料でダウンロード: https://drive.google.com/open?id=1xo-kUdsI5tcavx4nsE5_q733X_7B5XU