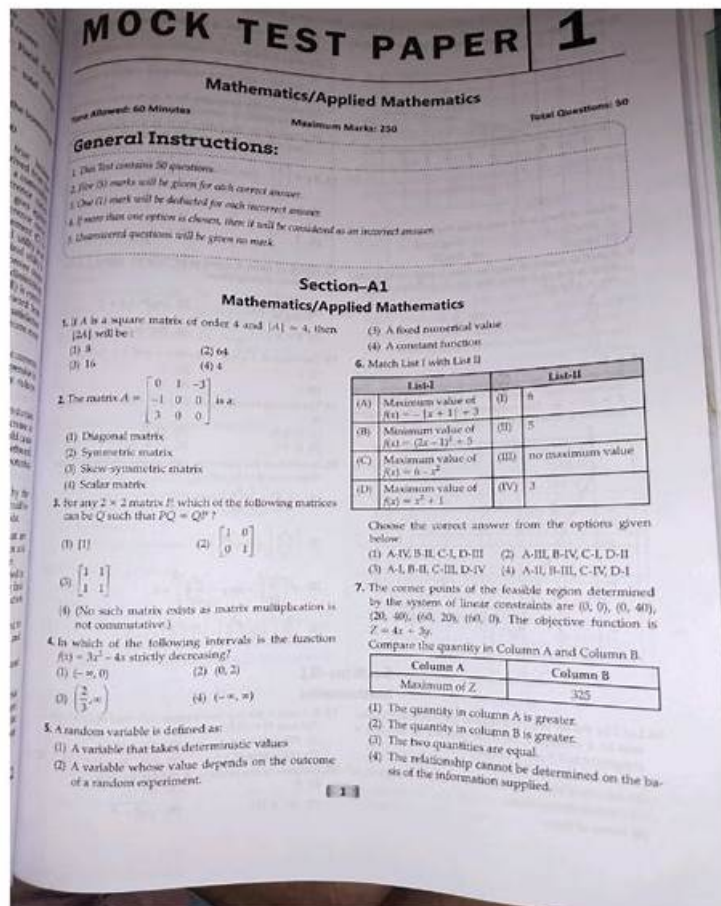


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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 3	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 4	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	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 6	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	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.
Topic 8	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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Routing rules
- B. Assignment step in the Case Designer
- C. Input step in the Case Designer
- D. Autoflow

Answer: A,B

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to

configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules learning.sap.com

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

NEW QUESTION # 40

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

Business Service ID	Name	Read Access	Write Access	Restriction Rule	Action
sap.crm.serv	Agent Desktop	Unrestricted	Unrestricted	Unassigned	

- A. Initial user
- B. Live activity configuration
- C. Templates
- D. Agent Desktop

Answer: C,D

NEW QUESTION # 41

Which of the following business services will all service agents need to have assigned?

- A. Case Type
- B. Case
- C. Activity Manager
- D. BuiltInSupportService

Answer: B

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

NEW QUESTION # 42

You have integrated Microsoft Teams with SAP Service Cloud Version 2.

Where can service agents start sharing workspaces for cases by clicking on the Share Workspace icon? Note: There are 2 correct answers to this question.

- A. In Agent Desktop
- B. In the case worklist
- C. In the interaction log
- D. In the case

Answer: A,D

NEW QUESTION # 43

What features are available in the SAP CX AI Toolkit?

- A. Create knowledge articles
- B. Analyze financial reliability
- C. Predict product availability
- **D. Draft emails**

Answer: D

Explanation:

The SAP CX AI Toolkit in SAP Service Cloud Version 2 includes features to enhance customer experience processes. Draft emails is a key feature, allowing AI to generate email responses based on case context, improving agent efficiency. According to SAP documentation, "The SAP CX AI Toolkit provides capabilities such as drafting emails to streamline service interactions." Predict product availability (A) is relevant to supply chain solutions, not the CX AI Toolkit. Create knowledge articles (C) is a manual process, not AI-driven. Analyze financial reliability (D) is not a feature of the CX AI Toolkit.

Reference:

SAP Help Portal: SAP CX AI Toolkit in SAP Service Cloud V2

SAP Community: AI Features in SAP CX

NEW QUESTION # 44

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