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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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 5	<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 6	<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 7	<ul style="list-style-type: none"> • 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 8	<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 9	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q44-Q49):

NEW QUESTION # 44

Which tool can you use to automatically replicate data from S/4HANA to SAP Service Cloud Version 2?

- A. SAP WorkZone
- B. SAP Build
- **C. SAP BTP**
- D. Data Workbench

Answer: C

Explanation:

SAP BTP (Business Technology Platform) is the tool used to automatically replicate data from SAP S/4HANA to SAP Service Cloud V2. SAP BTP provides integration services, such as SAP Integration Suite, to enable seamless data replication and synchronization between the two systems. According to SAP documentation, "SAP BTP facilitates automatic data replication between SAP S/4HANA and SAP Service Cloud V2 using standard integration flows." Data Workbench (A) is used for manual data imports/exports. SAP Build (B) is for app development, not data replication. SAP WorkZone (C) is a collaboration tool, not for data integration.

Reference:

SAP Help Portal: Integration with SAP S/4HANA via SAP BTP
SAP Community: Data Replication in SAP Service Cloud

NEW QUESTION # 45

You want to use CTI with automatic creation of interaction logs within the Agent Desktop. Which of the following activation steps are mandatory? Note: There are 2 correct answers to this question.

- A. Maintain Provider ID
- B. Enable Activity Creation
- C. Enable Microsoft Teams Integration for Activities
- D. Maintain mapping table for CTI and SAP Service Cloud Solution

Answer: A,B

Explanation:

To enable CTI (Computer Telephony Integration) with automatic creation of interaction logs in the Agent Desktop, administrators must Enable Activity Creation to ensure interactions (e.g., calls) are logged automatically. Additionally, Maintain Provider ID is mandatory to identify the CTI provider and establish the integration. According to SAP documentation, "Enabling Activity Creation and maintaining the Provider ID are required steps to configure CTI for automatic interaction logging." Maintaining mapping table (A) is optional and depends on specific integration requirements. Enabling Microsoft Teams Integration (D) is unrelated to CTI interaction logs.

Reference:

SAP Help Portal: CTI Integration in SAP Service Cloud V2
SAP Community: Configuring Interaction Logs for CTI

NEW QUESTION # 46

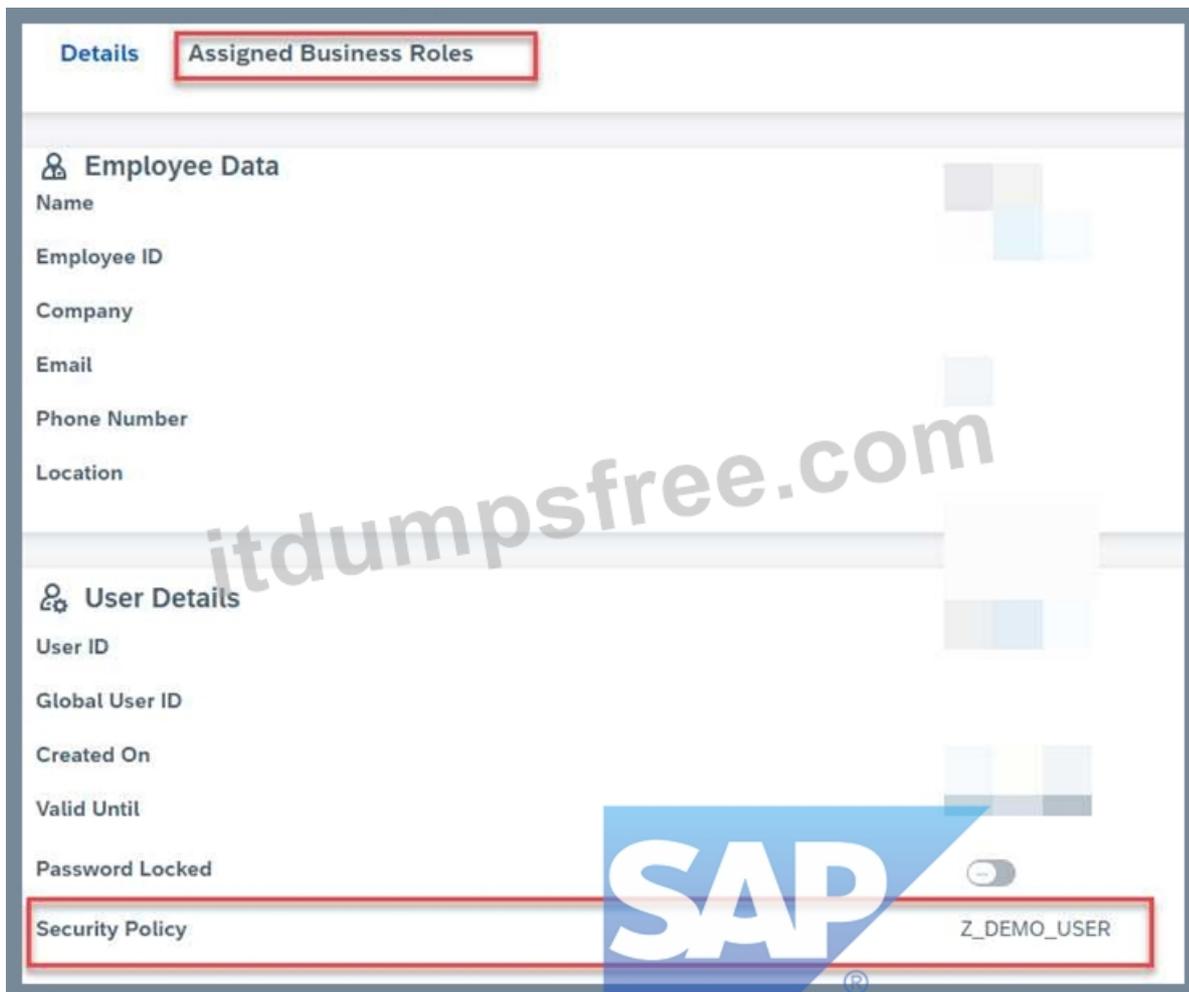
Which services can be added to a business role? Note: There are 2 correct answers to this question.

- A. Measurements
- B. Maintenance plan
- C. Warranty
- D. Installed base

Answer: C,D

NEW QUESTION # 47

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.



- A. Business role
- B. Employee role
- C. Security policy
- D. User profile

Answer: A,C

NEW QUESTION # 48

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- A. Assign a business role to a user
- B. Assign a business role to an employee
- C. Assign a business role to a service organization
- D. Set up the case designer with the assignment step employee

Answer: A,B

Explanation:

To grant access to service objects (e.g., cases) in SAP Service Cloud V2, administrators must assign a business role to a user to define their permissions for accessing specific objects. Similarly, assigning a business role to an employee ensures the employee has the necessary access rights linked to their user account. According to SAP documentation, "Access to service objects is granted by assigning business roles to users or employees." Assigning a business role to a service organization (B) is not a standard action, as roles are assigned to individuals. Setting up the case designer with the assignment step employee (D) is for case routing, not object access.

Reference:

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

SAP Learning: Access Management for Service Objects

NEW QUESTION # 49

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