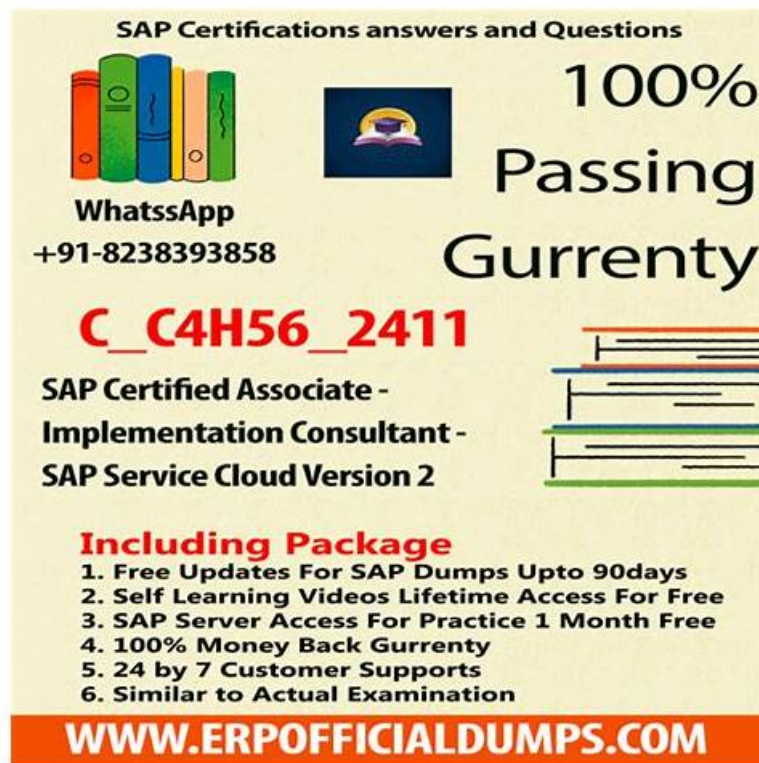


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SAP C_C4H56_2411 Exam Syllabus Topics:

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"> 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 4	<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.
Topic 5	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which of the following options are correct to display warning messages for escalated cases? Note: Scroll down to view all possible answer options.

- A. ☐
- B. ☐
- C. ☐
- D. ☐

Answer: A

NEW QUESTION # 24

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Create a case routing rule.
- B. Maintain and activate at least one e-mail channel.
- C. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- D. Assign the team responsible for handling cases.

Answer: A,B

NEW QUESTION # 25

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send emails
- B. Send info notifications
- C. Send object update
- D. Send event email template
- E. Send event notifications

Answer: A,B,E

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info

notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

NEW QUESTION # 26

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not configured in fine-tuning.
- B. A workflow rule was not scheduled to trigger the determination.
- C. The determination rules have been configured, but not activated.
- D. Service Level Agreements are not activated as a service.

Answer: A,C

NEW QUESTION # 27

Which of the following activities are necessary for using cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Activate Scoping Items
- B. Set Up Business Roles
- C. Maintain Business Users
- D. Set Up Product Lists

Answer: A,B

NEW QUESTION # 28

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