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SAP C_C4H56_2411

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

Questions & Answers PDF

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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none"> 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 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

- A. Assignment to an organizational unit
- B. Employee
- C. User ID
- D. Access restriction

Answer: B,C

NEW QUESTION # 30

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Create a **mashup** to embed the web page of the external solution.
- C. Define a custom screen for the mashup.
- D. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- E. Use the web page URL of the external solution for extracting input parameters in the mashup.

Answer: B,D,E

NEW QUESTION # 31

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

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

Answer: A,B

NEW QUESTION # 32

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

Answer: B,D

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 # 33

You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

- A.
- B.
- C.
- D.

Answer: D

NEW QUESTION # 34

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