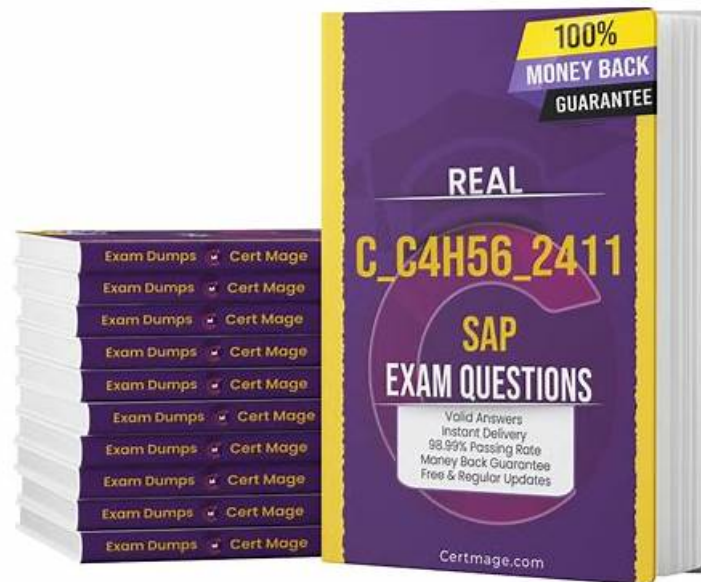


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Jedem, der die Prüfungsunterlagen und Software zu SAP C_C4H56_2411 Dumps (SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2) von It-Pruefung nutzt und die IT C_C4H56_2411 Zertifizierungsprüfungen nicht beim ersten Mal erfolgreich besteht, versprechen wir, die Kosten für das Prüfungsmaterial 100% zu erstatten.

SAP C_C4H56_2411 Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.
Thema 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.
Thema 3	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.
Thema 4	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.

Thema 5	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.
Thema 6	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.
Thema 7	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 Trainingsunterlagen <<

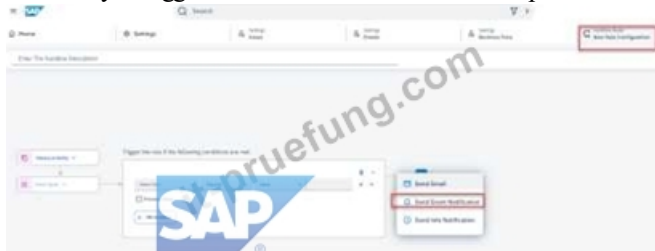
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Wir It-Pruefung sind die professionellen Anbieter der Schulungsunterlagen zur SAP C_C4H56_2411 Zertifizierungsprüfung. Seit langem betrachten wir It-Pruefung das Angebot der besten Prüfungsunterlagen zur SAP C_C4H56_2411 Zertifizierungsprüfung als unser Ziel. Verglichen zu anderen Webseiten, wir It-Pruefung sind immer von anderen vertraut. Warum? Weil wir It-Pruefung vieljährige Erfahrungen haben, aufmerksam auf die IT-Zertifizierung-Studie machen und viele Prüfungsregeln sammeln. Damit können wir It-Pruefung sehr hohe Hit-Rate haben. Das gewährleistet die Durchlaufrate.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 C_C4H56_2411 Prüfungsfragen mit Lösungen (Q63-Q68):

63. Frage

How can you trigger an event notification based on a specific condition?



- A. Configure autoflow
- B. Configure integration setting
- C. Implement SDK logic
- D. Configure event management

Antwort: A

64. Frage

What basic steps are required to create the warranties as described?

- A. Copy an existing Warranty to a new Individual Customer, alter the conditions and then save.
- B. Warranties are automatically generated when a Registered Product is created.
- C. Create a Registered Product for a Customer Account. Maintain the Warranty field and then save.
- D. Create a Registered Product for an organization. Maintain the Warranty field and then save.

Antwort: B

65. Frage

Which objects can you configure for registered products?

- **A. Warranty Type**
- B. Functional Location Source
- C. Installed Base Types
- D. Custom Party Roles

Antwort: A

Begründung:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

66. Frage

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A workflow
- **B. A determination**
- C. An autoflow
- D. A page layout

Antwort: B

Begründung:

https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76fl.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me.

67. Frage

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

The screenshot displays the 'Knowledgebase Providers' configuration interface in SAP. The left sidebar shows 'Knowledge Base' and 'Provider Settings'. The main area lists providers, with 'SAP MINDTOUCH' highlighted and marked as 'ACTIVE'. The right panel shows the configuration for 'MINDTOUCH', including a toggle for 'Active', a 'Site URL' field, a 'Path prefix to show trending articles' field, a 'User' field, a 'Key' field with a value '3e5', and a 'Secret' field with masked characters. A large 'SAP' logo is visible in the background.

- **A. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.**
- B. Configure the relevant integration flow.
- **C. Obtain API token credentials from the knowledge base provider.**
- D. Set up knowledge base articles in SAP Service Cloud Version 2.

Antwort: A,C

68. Frage

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- [illegible]

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<https://drive.google.com/open?id=1hu7Of1ytH42yh> ENSQazeZLj30PJVASV