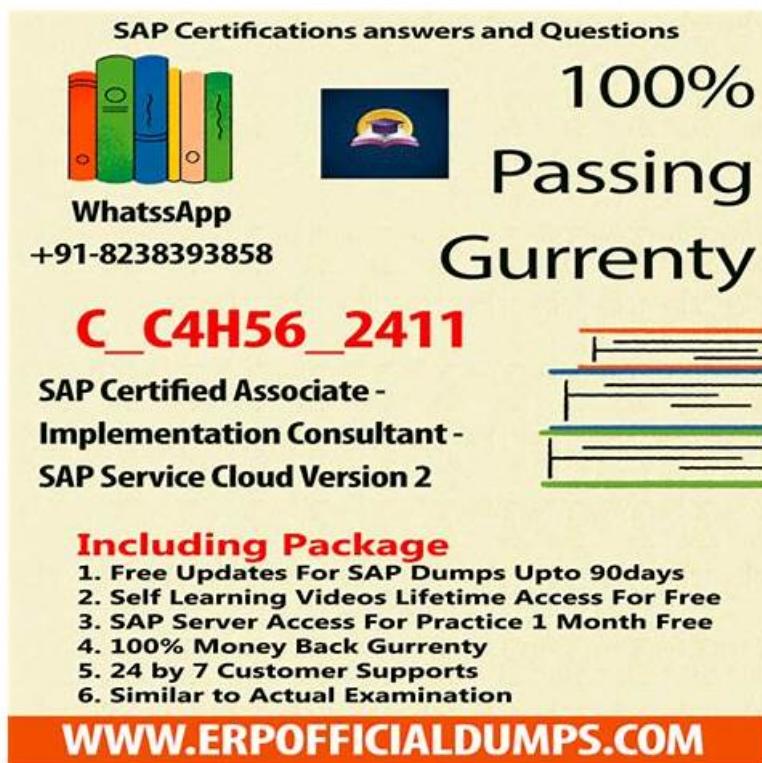


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SAP C_C4H56_2411 Exam Syllabus Topics:

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"> 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 5	<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 (Q36-Q41):

NEW QUESTION # 36

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. An autoflow
- B. A field attribute
- C. A workflow
- D. A determination**

Answer: D

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

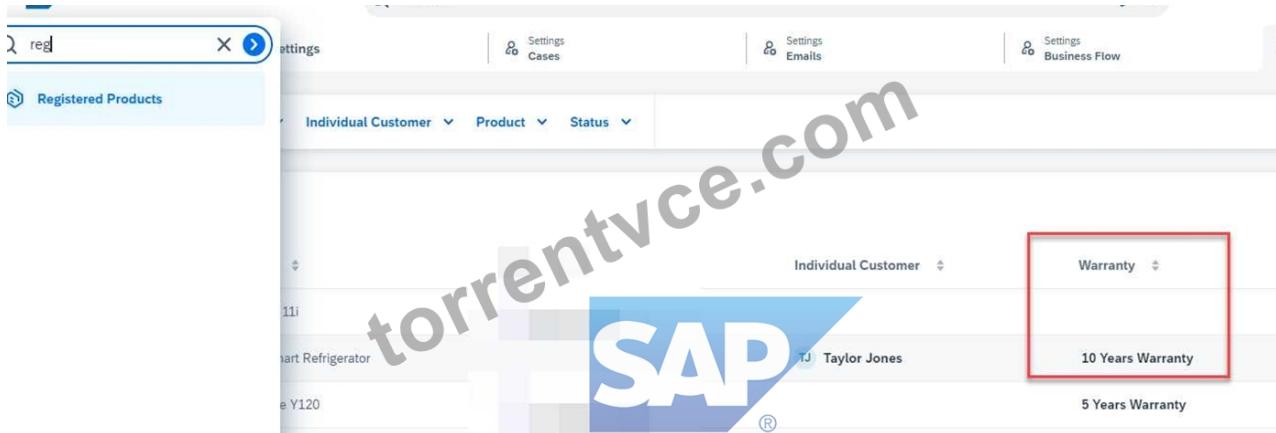
Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

NEW QUESTION # 37

What is one of the main uses for warranty management in SAP Service Cloud Version 2?



- A. The system can be set up so that certain service levels are not covered.
- B. The warranty is assigned to a registered product.
- C. The warranty is assigned to a contract.
- D. Routing rules can be applied to warranties.

Answer: B

NEW QUESTION # 38

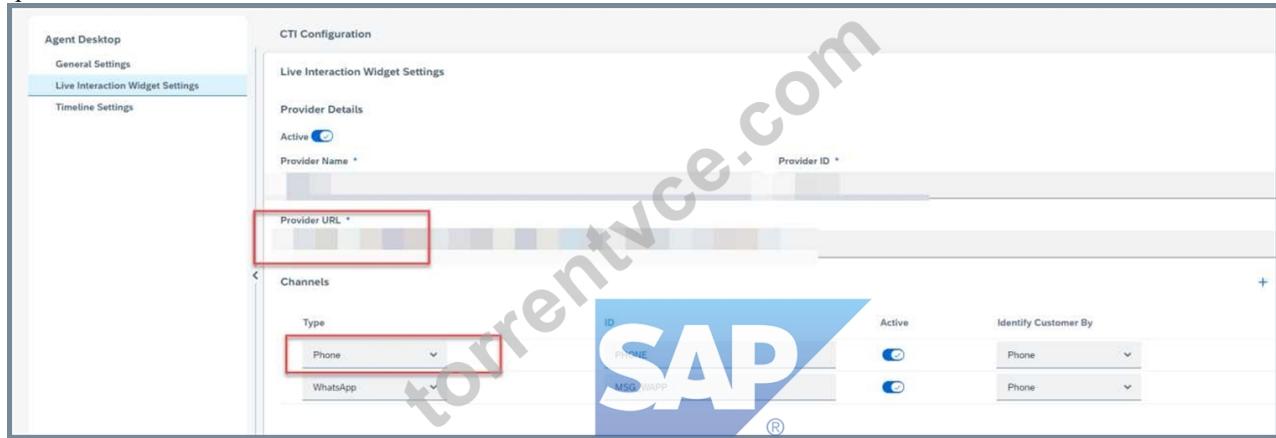
What are the effects of using the depersonalization settings on employee data?

- A. Personal data gets replaced with XXXX.
- B. Employee data is stored securely.
- C. Employee data gets hidden.
- D. Personal data gets archived.

Answer: A

NEW QUESTION # 39

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.



- A. Add the phone channel to the live interaction widget.
- B. Obtain API token credentials from the CTI provider.
- C. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- D. Add a mashup service in Agent Desktop.

Answer: A,C

NEW QUESTION # 40

Which milestone can you use for service levels?

- A. Status
- B. Created-on date
- C. Initial review date
- D. Warranty validity

Answer: B

NEW QUESTION # 41

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