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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">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 2	<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 3	<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 4	<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 5	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

NEW QUESTION # 55

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Assign an employee to several organizational units.**
- B. Make sure that each organizational unit can have only one function at a time.
- C. Use the Reporting Line function for selection.
- D. Make sure an organizational node can only be set up with a replication process from the back end.

Answer: A

NEW QUESTION # 56

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Tasks
- B. Registered products
- C. Cases**
- D. Phone calls**

Answer: C,D

NEW QUESTION # 57

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



- A. Technical
- B. Business
- C. Development
- D. Administration

Answer: A,B

NEW QUESTION # 58

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

Answer: A,C

NEW QUESTION # 59

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.



- A. Service contract
- B. Operating hours
- C. Maintenance plan
- D. Working calendar

Answer: B,D

NEW QUESTION # 60

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