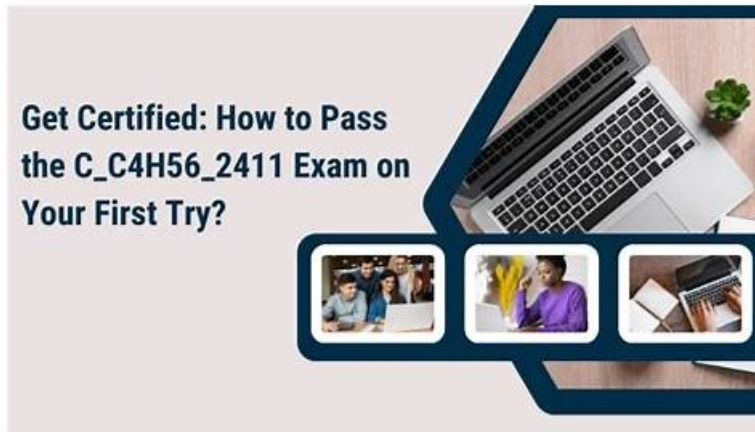


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### SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Cases:</b> 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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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.</li> </ul>
Topic 9	<ul style="list-style-type: none"> <li>• <b>Service Objects:</b> 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.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q22-Q27):

### NEW QUESTION # 22

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- **A. Add or remove statuses in the existing status schema.**
- B. Use code list restrictions.
- **C. Change the existing status schema.**
- D. The status schema cannot be adapted.

**Answer: A,C**

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

### NEW QUESTION # 23

Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Send an e-mail to SAP Cloud Support
- **B. Create an incident**
- C. Implement the provided hotfix number
- D. Report an issue via case

**Answer: B**

#### NEW QUESTION # 24

Which of the following are the correct types of usage of an installed base? Note: There are 2 correct answers to this question.

- **A. Assigning to a case**
- B. Tracking measuring points
- C. Assigning warranties
- **D. Tracking installed assets**

**Answer: A,D**

Explanation:

In SAP Service Cloud Version 2, an installed base is used to manage customer equipment and assets. Tracking installed assets is a primary function, as it allows organizations to maintain a record of customer-owned products or equipment, including details like serial numbers and locations. Assigning to a case is another key usage, enabling service agents to link a case to a specific installed base for accurate service delivery and tracking. According to SAP documentation, "An installed base represents a grouping of products installed at a customer location and can be associated with cases for service requests." Tracking measuring points (A) is related to equipment monitoring in SAP S/4HANA, not a direct function of installed bases in Service Cloud V2. Assigning warranties (C) is managed through registered products, not installed bases.

Reference:

SAP Help Portal: Installed Base Management in SAP Service Cloud V2

SAP Learning: Asset and Installed Base Configuration

#### NEW QUESTION # 25

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- **A. Add or remove statuses in the existing status schema.**
- B. Use code list restrictions.
- **C. Change the existing status schema.**
- D. The status schema cannot be adapted.

**Answer: A,C**

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

#### NEW QUESTION # 26

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. Use the web page URL of the external solution for extracting input parameters in the mashup.**
- C. Define a custom screen for the mashup.
- **D. Create a mashup to embed the web page of the external solution.**

- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

**Answer: B,D,E**

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

## NEW QUESTION # 27

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