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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

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

Topic 4	<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>
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>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 7	<ul style="list-style-type: none"> <li>• <b>Communication Channels:</b> 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 8	<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>

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q72-Q77):

### NEW QUESTION # 72

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

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

**Answer: A,D**

### NEW QUESTION # 73

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. A workflow rule was not scheduled to trigger the determination.
- **B. Service Level Agreements are not activated as a service.**
- **C. The determination rules have been configured, but not activated.**
- D. Service Level Agreements are not configured in fine-tuning.

**Answer: B,C**

#### NEW QUESTION # 74

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Business role assignment
- B. Service level determination
- C. Case responsibility determination
- D. To control validity of the service catalog
- E. A filter option for the case summary

**Answer: B,C,E**

#### NEW QUESTION # 75

Which object is mandatory to configure a case routing rule to a team?

- A. Party Role
- B. Case Designer Step Assignment
- C. Case Type
- D. Employee

**Answer: C**

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions.

Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

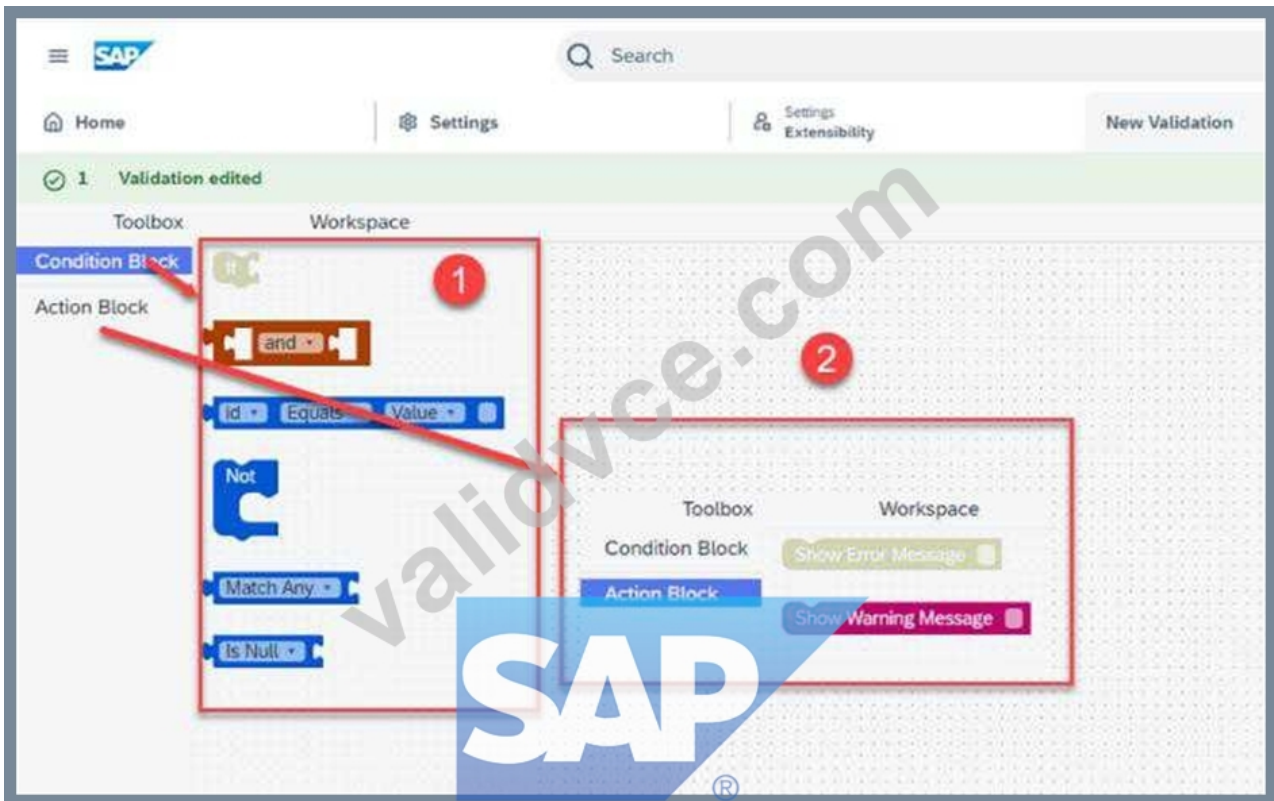
Reference:

SAP Learning: Configuring Case Routing Rules [learning.sap.com](https://learning.sap.com)

SAP Help Portal: Case Routing Configuration

#### NEW QUESTION # 76

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.



- A. Condition
- B. Message
- C. Workflow
- D. Action

Answer: A,D

#### NEW QUESTION # 77

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