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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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.
Topic 7	• 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 8	• 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 9	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q63-Q68):

NEW QUESTION # 63
Which tool can you use to rename the Accounts facet?

- A. Adaptation tool
- B. Page layout
- C. Workflow with action type field update
- D. Language adaptation tool

Answer: D

Explanation:
To rename the Accounts facet in SAP Service Cloud V2, the Language adaptation tool is used. This tool allows administrators to modify labels and texts, including facet names, to align with business terminology or language requirements. According to SAP documentation, "The Language adaptation tool enables renaming of UI elements, such as facets, to customize the user interface."
Page layout (A) controls the arrangement of fields, not renaming. Workflow with action type field update (B) updates field values,

not facet names. Adaptation tool (C) is used for field and UI changes but not specifically for renaming facets.
Reference:
SAP Help Portal: Language Adaptation in SAP Service Cloud V2
SAP Learning: UI Customization Tools

NEW QUESTION # 64

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Validation Rules
- B. Email Drafter
- C. Similar Case Recommendation
- D. Product Proposal

Answer: B,C

Explanation:
SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.
Reference:
SAP Help Portal: AI Features in SAP Service Cloud V2
SAP Community: AI Capabilities in Service Cloud

NEW QUESTION # 65

You want to control the access of fields in SAP Service Cloud Version 2. Which element can help you implement the business need?

- A. Page layout
- B. Approval
- C. Determination rule
- D. Case routing

Answer: A

Explanation:
To control field access in SAP Service Cloud V2, Page layout is used to define which fields are visible, editable, or hidden for specific business roles or users. According to SAP documentation, "Page layouts allow administrators to control field access by configuring visibility and editability based on business requirements." Determination rule (A) is for field value calculations. Approval (B) manages case approvals, not field access. Case routing (C) assigns cases, not controls fields.
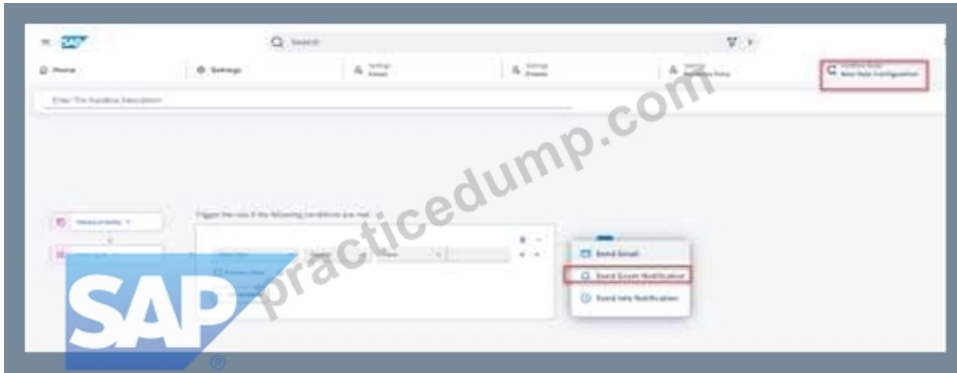Reference:
SAP Help Portal: Page Layout Configuration in SAP Service Cloud V2
SAP Community: Field Access Control

NEW QUESTION # 66

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

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

Answer: D

NEW QUESTION # 67

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Channel partners
- C. Individual customers
- D. Groups

Answer: A,C

NEW QUESTION # 68

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