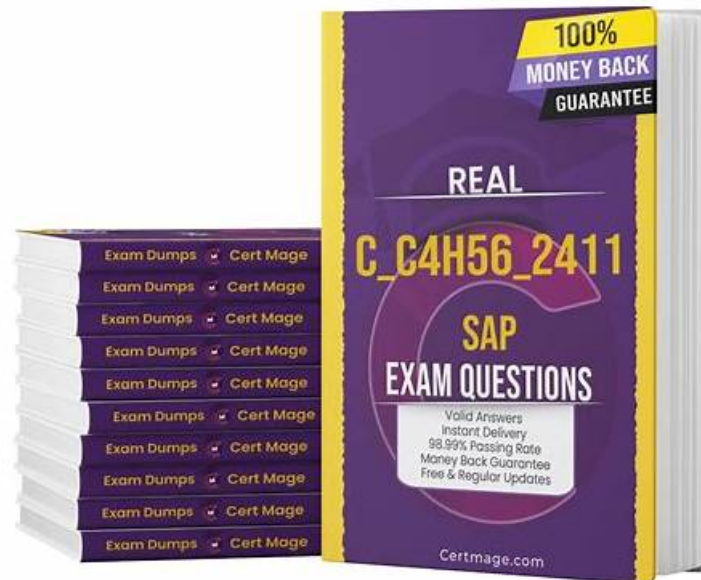


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As we all know, the influence of C\_C4H56\_2411 exam guides even have been extended to all professions and trades in recent years. Passing the C\_C4H56\_2411 exam is not only for obtaining a paper certification, but also for a proof of your ability. Most people regard SAP certification as a threshold in this industry, therefore, for your convenience, we are fully equipped with a professional team with specialized experts to study and design the most applicable C\_C4H56\_2411 Exam prepare. We have organized a team to research and C\_C4H56\_2411 study question patterns pointing towards various learners.

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

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<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 4	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 5	<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 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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## SAP - Professional Latest C\_C4H56\_2411 Study Guide

Just as I have just mentioned, almost all of our customers have passed the exam as well as getting the related certification easily with the help of our C\_C4H56\_2411 Exam Torrent, we strongly believe that it is impossible for you to be the exception. So choosing our SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 exam question actually means that you will have more opportunities to get promotion in the near future, at the same time, needless to say that you will get a raise in pay accompanied with the promotion. What's more, when you have shown your talent with SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 certification in relating field, naturally, you will have the chance to enlarge your friends circle with a lot of distinguished persons who may influence you career life profoundly.

### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

- A. Warranty
- B. Registered product
- C. Maintenance plan
- D. Customer

**Answer: A,B**

#### NEW QUESTION # 14

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- A. Set up the case designer with the assignment step employee
- B. Assign a business role to a service organization
- C. Assign a business role to an employee
- D. Assign a business role to a user

**Answer: C,D**

Explanation:

To grant access to service objects (e.g., cases) in SAP Service Cloud V2, administrators must assign a business role to a user to define their permissions for accessing specific objects. Similarly, assigning a business role to an employee ensures the employee has the necessary access rights linked to their user account. According to SAP documentation, "Access to service objects is granted by assigning business roles to users or employees." Assigning a business role to a service organization (B) is not a standard action, as roles are assigned to individuals. Setting up the case designer with the assignment step employee (D) is for case routing, not object access.

Reference:

SAP Help Portal: Business Role Assignment in SAP Service Cloud V2

SAP Learning: Access Management for Service Objects

### NEW QUESTION # 15

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- A. Label
- B. Sortable
- C. Searchable
- D. Data type

**Answer: A,D**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

### NEW QUESTION # 16

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service category
- B. Account
- C. Service team
- D. Employee

**Answer: C,D**

Explanation:

In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.

Reference:

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

SAP Learning: Case Routing Rules

### NEW QUESTION # 17

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

The screenshot shows the SAP Agent Desktop configuration interface. The 'Live Interaction Widget Settings' tab is active. Under 'Provider Details', the 'Provider URL' field is highlighted with a red box. Below this, the 'Channels' section is a table with the following data:

Type	ID	Active	Identify Customer By
Phone	PHONE	<input checked="" type="checkbox"/>	Phone
WhatsApp	MSG_WAPP	<input checked="" type="checkbox"/>	Phone

The 'Phone' row and its 'Active' checkbox are highlighted with red boxes.

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

Answer: B,C

## NEW QUESTION # 18

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