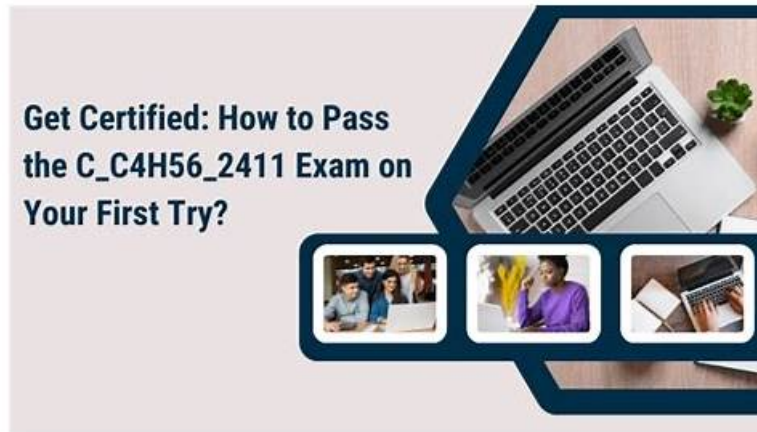


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## SAP C-C4H56-2411 Exam Syllabus Topics:

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>Personalization and Extensibility: This part assesses the expertise of a Solution Customization Expert and involves managing personalization, extension fields, validations, and determinations. It looks at how users can tailor and extend the system to meet specific business needs.</li> </ul>
Topic 3	<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 4	<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>
Topic 5	<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 6	<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 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q27-Q32):

#### NEW QUESTION # 27

Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Assign a different team to the case.
- **B. Change the priority.**
- C. Assign a territory to the case.
- **D. Adjust the SLA.**
- **E. Escalate the case.**

**Answer: B,D,E**

Explanation:

To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.

Reference:

SAP Help Portal: Case Management and SLA Configuration

SAP Community: Managing Case Reaction Times

#### NEW QUESTION # 28

How can service agents create cases? Note: There are 2 correct answers to this question.

□

- A. In the case worklist, Create button (+) and select Case.
- **B. In the Related Service Object facet of registered products, Create button (+) and select Case.**
- C. In the Account General facet, Create button (+) and select Case.
- **D. In Agent Desktop, click the Create button (+) and select Case.**

**Answer: B,D**

#### NEW QUESTION # 29

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

**Answer: A,C**

### NEW QUESTION # 30

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

**Answer: A,C**

### NEW QUESTION # 31

Which of the following options is correct in the configuration, if you want to assign an escalated case with priority urgent to a team? Note: Scroll down to view all possible answer options.

- A. Option A
- B. Option C
- C. Option D
- **D. Option B**

**Answer: D**

### NEW QUESTION # 32

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