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SAP C-C4H56-2411 Exam Syllabus Topics:

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

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q46-Q51):

NEW QUESTION # 46

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.

- A. Cases by SLA
- B. Cases by Service Team
- C. Cases by Source/Channel
- D. Cases by Priority
- E. Cases by Category

Answer: C,D,E

NEW QUESTION # 47

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Completion due on
- C. Day of the week
- D. Priority

Answer: B,D

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com SAP Help Portal: SLA Setup in SAP Service Cloud V2

NEW QUESTION # 48

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

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

Answer: A,D

NEW QUESTION # 49

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

- A. Change the existing status schema.
- B. Copy an existing status schema.
- C. Create a new version of a status schema.
- D. Add or remove statuses in the existing status schema.

Answer: A,C

NEW QUESTION # 50

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. The customer will need to provision new tenants through SAP for Me.
- B. Any test tenant needs to be purchased separately.
- C. The business settings will need to be activated for the tenant.
- D. The administrator must create an initial user in order to log in to the tenant for the first time.

Answer: A,D

NEW QUESTION # 51

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