

2026 SAP C_C4H56_2411: SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Updated Reliable Study Materials



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<ul style="list-style-type: none">• 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 4	<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 5	<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 6	<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 7	<ul style="list-style-type: none"> • 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 8	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which of the following actions can be performed in relation to registered products? Note: There are 2 correct answers to this question.

- A. Define an expiration date
- **B. Establish a hierarchy**
- **C. Assign a technician**
- D. Maintain a bill of materials

Answer: B,C

NEW QUESTION # 65

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- **A. Unrestricted access rights override any restrictions you have defined.**
- B. If the access rights are contradictory, the system automatically grants no access.
- C. Restricted access rights override any unrestricted access you have defined.
- D. End users can decide if access rights override any restrictions.

Answer: A

Explanation:

"The precedence is given to Unrestricted. For example, if a user is having 2 roles where one view is unrestricted and the same view is restricted in another role, then the user will have unrestricted access. In other words, if one role blocks the write access and another role allows it, the more permissive role takes precedence."

NEW QUESTION # 66

Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Cause category
- B. Incident category
- C. Category
- D. Subcategory

Answer: C,D

NEW QUESTION # 67

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A determination
- B. A page layout
- C. A workflow
- D. An autoflow

Answer: A

Explanation:

https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76fl.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me.

NEW QUESTION # 68

Which of the following business services will all service agents need to have assigned?

- A. BuiltInSupportService
- B. Case Type
- C. Activity Manager
- D. Case

Answer: D

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

NEW QUESTION # 69

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