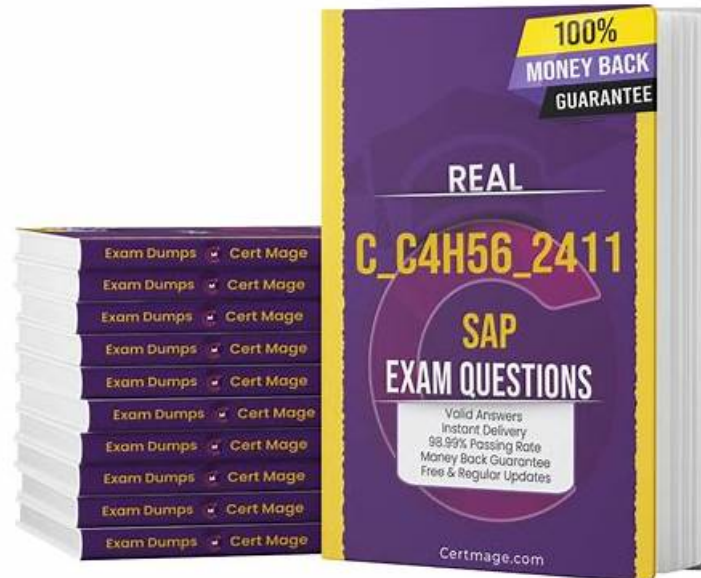# Excellent Exam C_C4H56_2411 Objectives for Real Exam

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SAP C_C4H56_2411 Exam Syllabus Topics:

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

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q70-Q75):

NEW QUESTION # 70
Which milestone can you use for service levels?

- A. Initial review date
- B. Warranty validity
- C. Status
- D. Created-on date

Answer: D

NEW QUESTION # 71
What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Obtain API token credentials from the knowledge base provider.

- B. Configure the relevant integration flow.
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- D. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.

Answer: A,D

NEW QUESTION # 72

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Responsible employee
- B. Account hierarchy
- C. Service Team
- D. Contact

Answer: A,C

Explanation:
In SAP Service Cloud V2, case routing can utilize master data such as Responsible employee to assign cases to specific individuals based on conditions like expertise or availability. Service Team is also used to route cases to predefined teams. According to SAP documentation, "Case routing rules can leverage master data like Responsible Employee and Service Team to determine case assignments." Contact (B) is a case attribute but not typically used for routing. Account hierarchy (C) is used for account management, not routing.
Reference:
SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2
SAP Learning: Master Data in Case Routing

NEW QUESTION # 73

Which of the following parameters can be maintained by the administrator when configuring a new email channel? Note: There are 3 correct answers to this question.

- A. Case type
- B. Channel email ID
- C. Reply to default
- D. Channel type
- E. Mashup service

Answer: A,C,D

NEW QUESTION # 74

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set up Agent Desktop
- B. Set scoping attributes
- C. Maintain case types
- D. Set up deals

Answer: A,C

NEW QUESTION # 75

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