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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q67-Q72):

NEW QUESTION # 67
What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

- A. Machine learning
- B. SAP Cloud Integration
- C. SAP Event Mesh
- D. SAP Build Apps

Answer: B,C

NEW QUESTION # 68
Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Full access
- B. No access
- C. Restricted
- D. Define specific restriction
- E. Unrestricted

Answer: B,D,E

NEW QUESTION # 69
Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. At least one registered product must be assigned to the installed base.
- B. The installed base must be set to active status.
- C. A customer needs to be assigned to the installed base.
- D. An active service contract must be added to the installed base.

Answer: A,B

NEW QUESTION # 70

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Make sure that each organizational unit can have only one function at a time.
- B. Make sure an organizational node can only be set up with a replication process from the back end.
- C. Assign an employee to several organizational units.
- D. Use the Reporting Line function for selection.

Answer: C

NEW QUESTION # 71

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

Details   Assigned Business Roles

Employee Data

Name

Employee ID

Company

Email

Phone Number

Location

&⚙ User Details

User ID

Global User ID

Created On

Valid Until

Password Locked

Security Policy   Z_DEMO_USER

- A. Employee role
- B. User profile
- C. Business role
- D. Security policy

Answer: C,D

NEW QUESTION # 72

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