

Released SAP C_C4H56_2411 Questions Tips For Better Preparation [2026]



SAP C_C4H56_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

Questions & Answers PDF
(Demo Version – Limited Content)

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 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"> 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 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.
Topic 6	<ul style="list-style-type: none"> 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 7	<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.

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

NEW QUESTION # 67

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

☐

- A. Create a new e-mail message or a new case from the What Would You Like To Do? area
- B. View customer details
- C. Launch a customer survey
- D. Access interactions and notes in the timeline tab
- E. Edit customer details

Answer: A,B,D

NEW QUESTION # 68

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the My Cases Summary card available in the home page
- B. In the case worklist by choosing the Case app from the menu
- C. In the cases settings view
- D. In the product page

Answer: A,B

NEW QUESTION # 69

Which of the following objects can be displayed in the Timeline tabstrip in the Customer Hub? Note: There are 2 correct answers to this question.

□

- A. Calls
- **B. Cases**
- C. Installed base
- **D. Contracts**

Answer: B,D

NEW QUESTION # 70

Which of the following elements do you need to be able to use Microsoft Teams in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Email integration
- B. Cases
- **C. Outbound calls**
- **D. Microsoft Office 365 license**

Answer: C,D

NEW QUESTION # 71

How can you trigger an event notification based on a specific condition?

□

- A. Configure event management
- **B. Configure autoflow**
- C. Implement SDK logic
- D. Configure integration setting

Answer: B

NEW QUESTION # 72

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