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## **SAP C-C4H56-2411 Exam Syllabus Topics:**

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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

### NEW QUESTION # 64

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create business roles
- B. Log in with an initial user
- C. Assign employees to organizational units
- D. Create an organizational structure

**Answer: A,D**

### NEW QUESTION # 65

Which of the following are required to grant access to business users? Note: There are 2 correct answers to this question.

- A. Employee
- B. Access restriction
- C. Assignment to an organizational unit
- D. User ID

**Answer: A,D**

Explanation:

To grant access to business users in SAP Service Cloud V2, a User ID is required to create a user account with login credentials. Additionally, associating the user with an Employee record is necessary to link the user to organizational roles and permissions. According to SAP documentation, "Creating a User ID and linking it to an Employee record are essential steps to grant access to business users." Access restriction (C) is configured via business roles, not a direct requirement. Assignment to an organizational unit (D) is optional and depends on the organizational structure.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business User Setup

## NEW QUESTION # 66

Which tool can you use to rename the cases facet?

- A. Language adaptation tool
- B. Workflow with action type field update
- C. Adaptation tool
- D. Page layout

**Answer: A**

## NEW QUESTION # 67

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send event email template
- B. Send object update
- C. Send info notifications
- D. Send event notifications
- E. Send emails

**Answer: C,D,E**

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

## NEW QUESTION # 68

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Maintain exchange rate
- B. Select country theme
- C. Maintain organizational units
- D. Enable country/region

**Answer: C,D**

## NEW QUESTION # 69

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