

2026 Practice C-C4H56-2411 Test Online | Authoritative SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 100% Free Latest Test Experience



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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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"> • 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 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q63-Q68):

NEW QUESTION # 63

Which element can you use in autoflows?

- A. Mashup
- B. Appointment
- C. Service Level
- D. Service Contract

Answer: C

NEW QUESTION # 64

What is the only way to change an active case type?

- A. Edit the name of the existing case type.
- B. Copy an existing case type.
- C. Execute the Create New Version action.
- D. It is not possible to change an existing case type.

Answer: B

NEW QUESTION # 65

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

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

Answer: B

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 # 66

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

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

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 # 67

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Use a mashup to execute transactions in other SAP solutions.
- B. Create accounts and contacts.
- C. Create installed bases.
- D. Assign products to existing accounts.

Answer: A,B

NEW QUESTION # 68

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