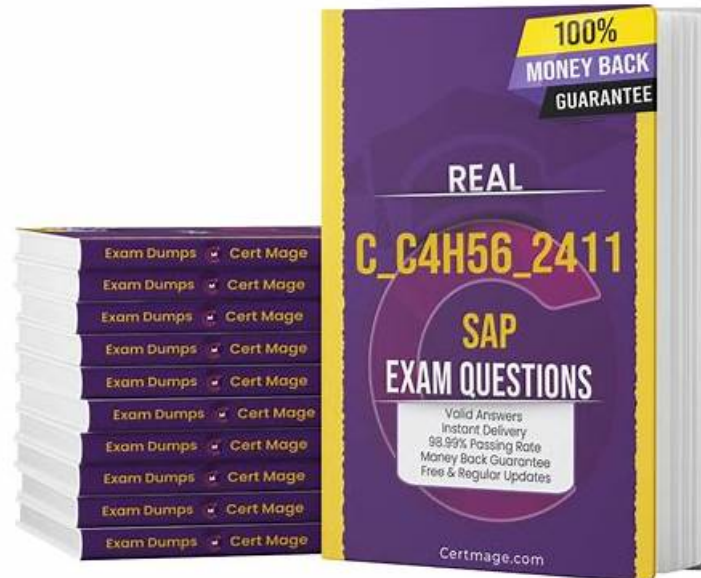# Exam C-C4H56-2411 Experience - C-C4H56-2411 Reliable Exam Camp

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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 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.
Topic 6	• 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	• 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 8	• 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 9	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q31-Q36):

NEW QUESTION # 31
Which object is mandatory to configure a case routing rule to a team?

- A. Case Type
- B. Party Role
- C. Case Designer Step Assignment
- D. Employee

Answer: A

Explanation:
To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions.
Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for

configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.
Reference:
SAP Learning: Configuring Case Routing Rules learning.sap.com
SAP Help Portal: Case Routing Configuration

NEW QUESTION # 32
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. Integrate a knowledge base.
- B. Configure the relevant integration flow.
- C. Purchase a license.
- D. Set up knowledge base articles in SAP Service Cloud Version 2.

Answer: A,D

Explanation:
To give service agents access to knowledge base articles in SAP Service Cloud V2, administrators must set up knowledge base articles within the system to create and manage content. Additionally, integrating a knowledge base (e.g., with SAP Knowledge Management or a third-party solution) is required to make articles accessible. According to SAP documentation, "Setting up knowledge base articles and integrating a knowledge base are key steps to enable agent access." Purchasing a license (C) may be necessary for third-party solutions but is not a configuration step. Configuring the relevant integration flow (D) is part of integration but not always mandatory, depending on the knowledge base solution.
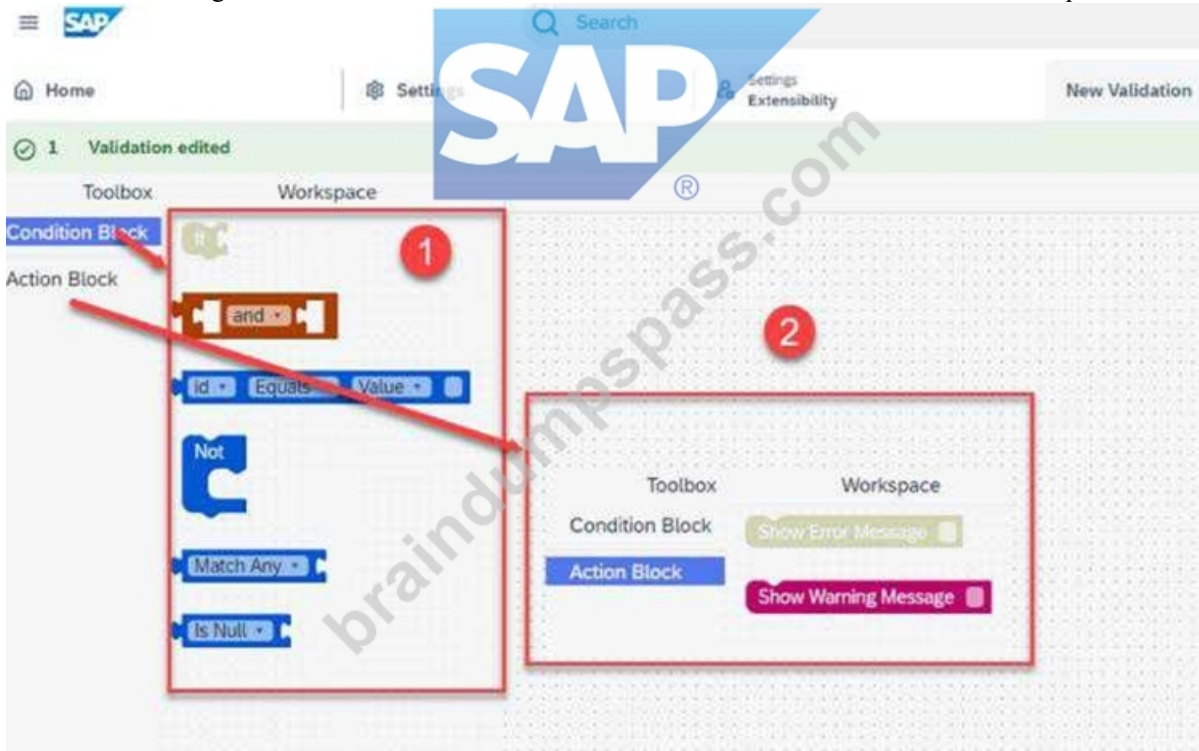Reference:
SAP Help Portal: Knowledge Base Configuration in SAP Service Cloud V2
SAP Community: Knowledge Management Setup

NEW QUESTION # 33
Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.

- A. Action
- B. Message
- C. Condition
- D. Workflow

Answer: A,C

NEW QUESTION # 34
You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Case extensibility
- B. Language adaptation
- C. Page layout
- D. Screen adaptation

Answer: B

Explanation:
To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.
Reference:
SAP Help Portal: Language Adaptation in SAP Service Cloud V2
SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 35
Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Service contracts
- B. Products
- C. Contacts
- D. Registered products

Answer: C,D

NEW QUESTION # 36
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