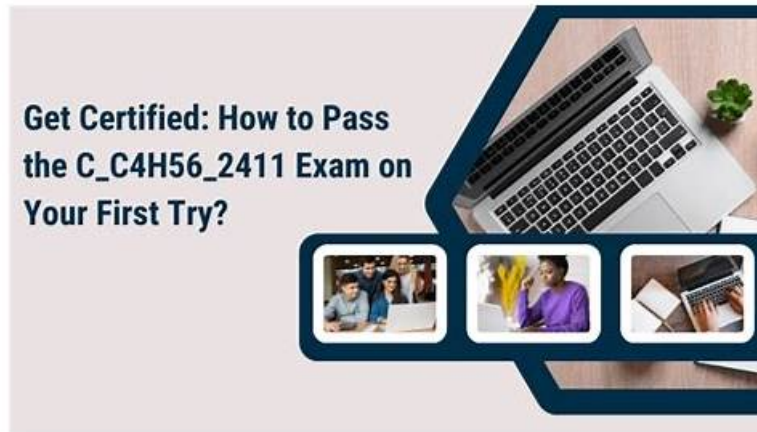


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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none"> • 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 5	<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 6	<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 7	<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 8	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q61-Q66):

NEW QUESTION # 61

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

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

Answer: C

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 # 62

You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

- A.
- B.
- C.
- D.

Answer: C

NEW QUESTION # 63

Which attribute can you assign to a warranty?

- A. Non-covered categories
- **B. Duration**
- C. Dates
- D. Registered products

Answer: B

NEW QUESTION # 64

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.

- **A. Registered products**
- B. Registered products and installed bases related to the account only
- C. Products
- **D. Installed bases**
- **E. Installation points**

Answer: A,D,E

NEW QUESTION # 65

You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

- A. Process for cases
- B. Escalation
- **C. Routing**
- D. Prioritization settings

Answer: C

NEW QUESTION # 66

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