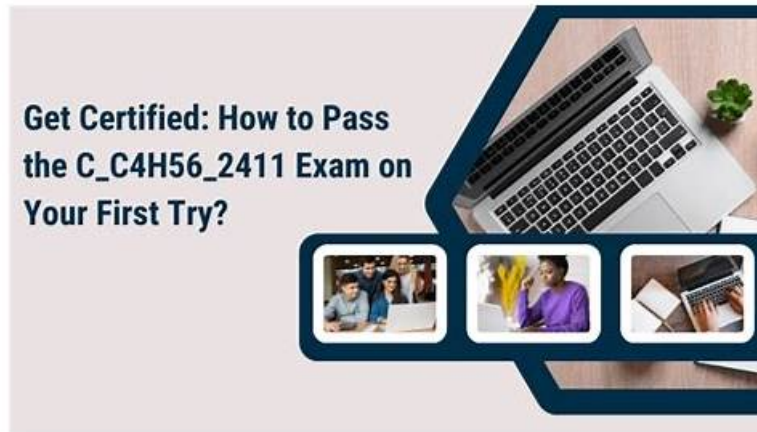


# C-C4H56-2411 Exam Duration & C-C4H56-2411 Valid Test Cram



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The SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) certification exam is one of the top-rated career advancement certifications in the market. This SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) exam dumps have been inspiring beginners and experienced professionals since its beginning. There are several personal and professional benefits that you can gain after passing the SAP C-C4H56-2411 Exam. The validation of expertise, more career opportunities, salary enhancement, instant promotion, and membership of SAP certified professional community.

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

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

Topic 6	<ul style="list-style-type: none"> <li>• <b>Integration:</b> 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>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

What are some SAP-recommended guiding principles to achieve clean core operations? Note: There are 3 correct answers to this question.

- **A. Establish release management.**
- B. Establish regular housekeeping tasks and procedures.
- **C. Integrate clean core practices in the end-to-end value process chain.**
- D. Define roles and responsibilities as part of a process transformation office.
- **E. Establish an organizational structure, technical foundation, and transformation methodology for clean core.**

**Answer: A,C,E**

Explanation:

SAP's clean core strategy focuses on minimizing customizations and ensuring system extensibility. The recommended guiding principles include integrating clean core practices in the end-to-end value process chain to align processes with standard functionality, establishing an organizational structure, technical foundation, and transformation methodology to support clean core, and establishing release management to manage updates without disrupting the core. According to SAP documentation, "Clean core operations involve integrating practices across processes, establishing a robust organizational and technical foundation, and implementing release management." Defining roles in a process transformation office (B) is not a standard clean core principle. Regular housekeeping tasks (E) are operational but not core to the clean core strategy.

Reference:

SAP Help Portal: Clean Core Strategy for SAP Cloud Solutions

SAP Community: Clean Core Principles

#### NEW QUESTION # 39

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- A. Searchable
- **B. Label**
- **C. Data type**
- D. Sortable

**Answer: B,C**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

#### NEW QUESTION # 40

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create a case of case type Incident.
- B. Send an email to SAP Cloud Support.
- C. Create an incident in the Built-In Support.
- D. Create a Support Case in SAP for Me.

Answer: A,C

#### NEW QUESTION # 41

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

Answer: A,B

#### NEW QUESTION # 42

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

- A. Product
- B. Account hierarchy
- C. Employee
- D. Account

Answer: D

#### NEW QUESTION # 43

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