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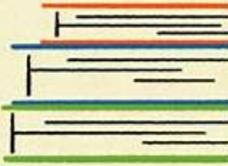
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One of the best things about our SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) prep material is the convenience it offers. The SAP C-C4H56-2411 study material is available in three formats: web-based SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) practice exam, desktop practice test software, and Prepare for your SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) PDF. We also understand that every student is unique and learns differently, so our product is designed in three formats to adapt to their individual needs.

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"> 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 3	<ul style="list-style-type: none"> 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 4	<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 5	<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 6	<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 (Q41-Q46):

NEW QUESTION # 41

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Create access rights for read mode.
- **B. Assign the business service case to a business role.**
- C. Assign access rights directly to the user.
- D. Assign the employee to a case type.

Answer: B

Explanation:

To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.

Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.

Reference:

SAP Help Portal: Business Role Configuration in SAP Service Cloud V2

SAP Learning: Access Management in SAP Service Cloud

NEW QUESTION # 42

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Account hierarchy
- **B. Responsible employee**
- C. Contact
- **D. Team**

Answer: B,D

NEW QUESTION # 43

You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Assign the employee at company level.
- **B. Assign employees directly to different organizational objects.**
- C. Enable the Primary flag in the organization unit.
- D. Acquire an additional license for the required add-on.

Answer: B

NEW QUESTION # 44

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Use the Reporting Line function for selection.
- **B. Assign an employee to several organizational units.**
- C. Make sure that each organizational unit can have only one function at a time.
- D. Make sure an organizational node can only be set up with a replication process from the back end.

Answer: B

NEW QUESTION # 45

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A workflow
- B. An autoflow
- C. A field attribute
- **D. A determination**

Answer: D

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

NEW QUESTION # 46

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