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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 4	<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 5	<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 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"> • 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.

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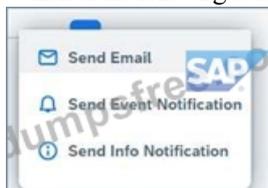
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q80-Q85):

NEW QUESTION # 80

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.



- A. Send e-mails
- B. Send object update
- C. Send event e-mail template
- D. Send info notifications
- E. Send event notifications

Answer: A,D,E

NEW QUESTION # 81

What functionality can be enabled to assist agents with case resolution?

- A. Integrate Microsoft Teams.
- B. Integrate a knowledge base.
- C. Create and assign surveys to the case.
- D. Configure templates for responses.

Answer: B

NEW QUESTION # 82

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Create an extension field with data type String and data format Code.
- B. Create an extension field with data type Object and data format Code.
- C. Maintain the list of values and activate the Multi Value flag.
- D. Activate the Multi Value flag in the adaptation mode.

Answer: A,C

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 83

Where are employee working hours maintained?

- A. Business role
- B. Holiday calendar
- C. Business user data
- D. Employee data

Answer: D

Explanation:

Employee working hours in SAP Service Cloud V2 are maintained in the Employee data. This includes details such as working hours, time zones, and availability, which are used for scheduling and case routing. According to SAP documentation, "Under the Operating Hours, you can define the working hours of the service agent" within the employee data settings.

Holiday calendar (A) defines non-working days, not individual hours. Business role (B) manages access rights, not working hours. Business user data (D) includes user credentials but not working hour details.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Employee Data Configuration

NEW QUESTION # 84

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

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

Answer: B

NEW QUESTION # 85

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