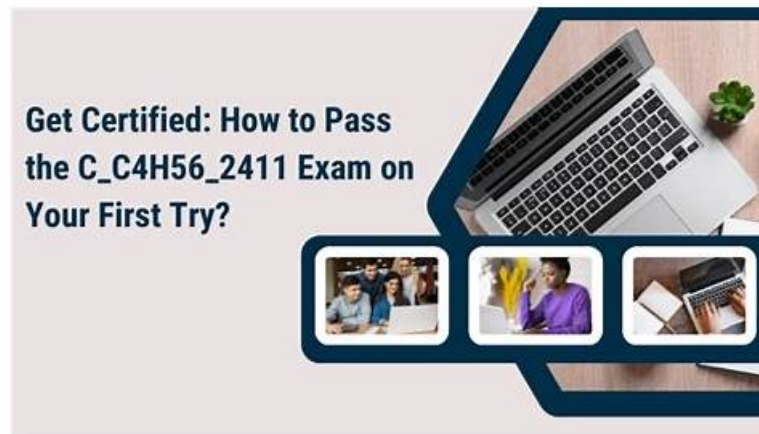


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## SAP C-C4H56-2411 Exam Syllabus Topics:

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

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q51-Q56):

### NEW QUESTION # 51

What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Obtain API token credentials from the CTI provider.
- B. Integrate with a third-party CTI provider.
- C. Add a mashup service in the Agent Desktop.
- D. Add the phone channel to the live interaction widget.

**Answer: A,B**

### NEW QUESTION # 52

Which of the following parameters can be maintained by the administrator when configuring a new email channel? Note: There are 3 correct answers to this question.

- A. Channel email ID
- B. Reply to default
- C. Case type
- D. Mashup service
- E. Channel type

**Answer: B,C,E**

### NEW QUESTION # 53

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Use the web page URL of the external solution for extracting input parameters in the mashup.
- B. Define a custom screen for the mashup.
- C. Develop a custom business object.
- D. Create a mashup to embed the web page of the external solution.

- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

**Answer: A,D,E**

#### NEW QUESTION # 54

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. Purchase a license.
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- D. Configure the relevant integration flow.

**Answer: A,C**

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 # 55

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Phone calls
- B. Tasks
- C. Registered products
- D. Cases

**Answer: A,D**

#### NEW QUESTION # 56

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