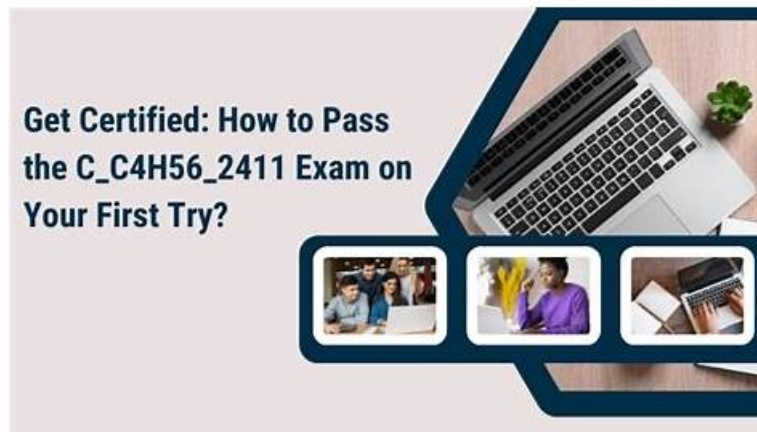


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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 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">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 6	<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 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"> • 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.

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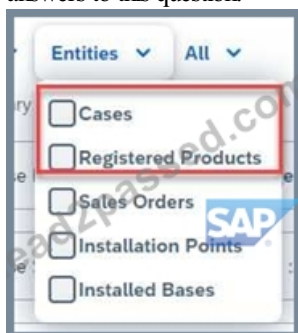
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.



- A. Maintenance plan
- B. Cases
- C. Service orders
- D. Registered products

Answer: B,D

NEW QUESTION # 30

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. Develop a custom business object.
- B. Create a mashup to embed the web page of the external solution.
- C. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- D. Define a custom screen for the mashup.

- E. Use the web page URL of the external solution for extracting input parameters in the mashup.

Answer: B,C,E

NEW QUESTION # 31

Which actions are prerequisites to utilize registered products? Note: There are 2 correct answers to this question.

- A. Create an installed base
- B. Create customer records
- C. Activate the service in the business role
- D. Create numeric ranges for customers

Answer: A,C

NEW QUESTION # 32

Which configuration steps are mandatory to link customer emails with cases? Note: There are 2 correct answers to this question.

- A. Assign the team responsible for handling cases.
- B. Set up a rule to route the email to the tenant's technical email address.
- C. Create a case routing rule.
- D. Maintain and activate at least one email channel.

Answer: B,D

NEW QUESTION # 33

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Add or remove statuses in the existing status schema.
- B. Use code list restrictions.
- C. Change the existing status schema.
- D. The status schema cannot be adapted.

Answer: A,C

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

NEW QUESTION # 34

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