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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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 5	• 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 6	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q18-Q23):

NEW QUESTION # 18
You want to control the access of fields in SAP Service Cloud Version 2. Which element can help you implement the business need?

- A. Determination rule
- B. Page layout
- C. Approval
- D. Case routing

Answer: B

Explanation:
To control field access in SAP Service Cloud V2, Page layout is used to define which fields are visible, editable, or hidden for specific business roles or users. According to SAP documentation, "Page layouts allow administrators to control field access by configuring visibility and editability based on business requirements." Determination rule (A) is for field value calculations. Approval (B) manages case approvals, not field access. Case routing (C) assigns cases, not controls fields.
Reference:
SAP Help Portal: Page Layout Configuration in SAP Service Cloud V2
SAP Community: Field Access Control

NEW QUESTION # 19
Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.

- A. Registered product
- B. Warranty
- C. Product
- D. Maintenance plan

Answer: A,C

NEW QUESTION # 20

Which milestone can you use for service levels?

- A. Status
- B. Created-on date
- C. Warranty validity
- D. Initial review date

Answer: D

NEW QUESTION # 21

You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

- A. ☐
- B. ☐
- C. ☐
- D. ☐

Answer: B

NEW QUESTION # 22

Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Full access
- B. Restricted
- C. Unrestricted
- D. Define specific restriction
- E. No access

Answer: C,D,E

NEW QUESTION # 23

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