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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • 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.
Topic 5	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

- A. Customer
- B. Product
- C. Contract
- D. Installed base

Answer: A,B

NEW QUESTION # 24

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. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- E. Define a custom screen for the mashup.

Answer: B,C,D

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

NEW QUESTION # 25

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create installed bases.
- B. Assign products to existing accounts.
- C. Use a mashup to execute transactions in other SAP solutions.
- D. Create accounts and contacts.

Answer: C,D

NEW QUESTION # 26

Which tool can you use to rename the cases facet?

- A. Workflow with action type field update
- B. Page layout
- C. Adaptation tool
- D. Language adaptation tool

Answer: D

NEW QUESTION # 27

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Case responsibility determination
- B. Business role assignment
- C. To control validity of the service catalog
- D. Service level determination
- E. A filter option for the case summary

Answer: A,D,E

NEW QUESTION # 28

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