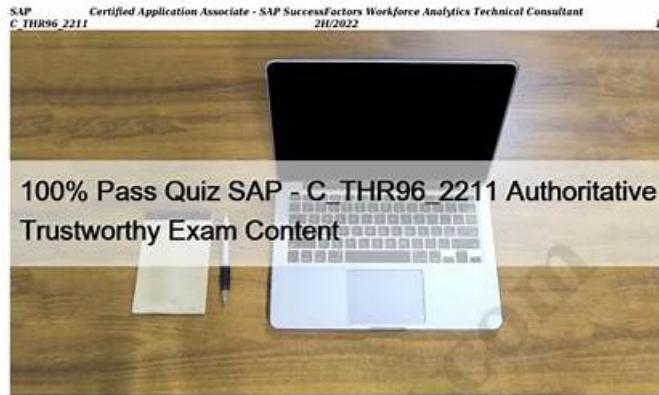


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SAP C_C4H56_2411 Exam Syllabus Topics:

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"> 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	<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"> 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 5	<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 6	<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 7	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q30-Q35):

NEW QUESTION # 30

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- A. Assign a business role to a user
- B. Assign a business role to an employee
- C. Set up the case designer with the assignment step employee
- D. Assign a business role to a service organization

Answer: A,B

Explanation:

To grant access to service objects (e.g., cases) in SAP Service Cloud V2, administrators must assign a business role to a user to define their permissions for accessing specific objects. Similarly, assigning a business role to an employee ensures the employee has the necessary access rights linked to their user account. According to SAP documentation, "Access to service objects is granted by assigning business roles to users or employees." Assigning a business role to a service organization (B) is not a standard action, as roles are assigned to individuals. Setting up the case designer with the assignment step employee (D) is for case routing, not object access.

Reference:

SAP Help Portal: Business Role Assignment in SAP Service Cloud V2

SAP Learning: Access Management for Service Objects

NEW QUESTION # 31

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

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

Answer: C,D

NEW QUESTION # 32

What are the prerequisites for integrating external systems into the Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Business AI
- B. SAP Cloud Integration
- C. SAP Event Mesh
- D. SAP Build Apps

Answer: B,C

Explanation:

To integrate external systems into the Agent Desktop in SAP Service Cloud V2, SAP Cloud Integration (part of SAP BTP) is required to facilitate data exchange and API connectivity between systems. Additionally, SAP Event Mesh is used for event-driven integrations, enabling real-time updates from external systems. According to SAP documentation, "SAP Cloud Integration and SAP Event Mesh are prerequisites for integrating external systems into the Agent Desktop to ensure seamless connectivity." SAP Build Apps (A) is for app development, not system integration. SAP Business AI (D) enhances functionality but is not a prerequisite for integration.

Reference:

SAP Help Portal: External System Integration in SAP Service Cloud V2

SAP Community: Integration with SAP BTP

NEW QUESTION # 33

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. In the timeline configuration
- B. In the Customer Hub screen configuration
- C. The event types are enabled by default and cannot be changed.
- D. In the general configuration of Agent Desktop

Answer: A

NEW QUESTION # 34

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

- A. Access interactions and notes in the timeline tab
- B. Create a new e-mail message or a new case from the What Would You Like To Do? area
- C. View customer details
- D. Edit customer details
- E. Launch a customer survey

Answer: A,B,C

NEW QUESTION # 35

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