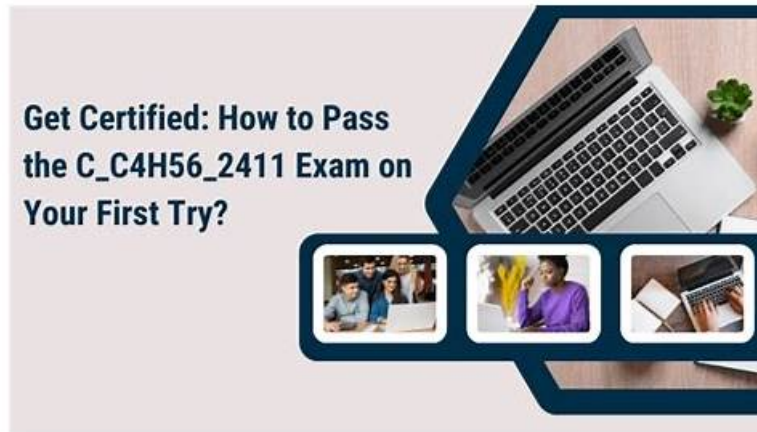


# New C\_C4H56\_2411 Study Notes & Reliable C\_C4H56\_2411 Dumps Questions



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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Communication Channels:</b> 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 2	<ul style="list-style-type: none"> <li>• <b>Service Objects:</b> 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 3	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Integration:</b> 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 6	<ul style="list-style-type: none"> <li>• <b>Personalization and Extensibility:</b> 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>

## Pass Guaranteed Marvelous C\_C4H56\_2411 New SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Study Notes

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q49-Q54):

#### NEW QUESTION # 49

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Use the Reporting Line function for selection.
- **B. Assign an employee to several organizational units.**
- C. Make sure an organizational node can only be set up with a replication process from the back end.
- D. Make sure that each organizational unit can have only one function at a time.

**Answer: B**

#### NEW QUESTION # 50

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Activate Built-In Support
- **B. Log incident with SAP Service Cloud user ID**
- **C. Log incident through SAP for Me**
- D. Create incident through Settings > Incident

**Answer: B,C**

#### NEW QUESTION # 51

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- A. Searchable
- **B. Label**
- C. Sortable
- **D. Data type**

**Answer: B,D**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

### NEW QUESTION # 52

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- **A. Send event notifications**
- **B. Send e-mails**
- C. Send object update
- **D. Send info notifications**
- E. Send event e-mail template

**Answer: A,B,D**

### NEW QUESTION # 53

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

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

**Answer: C,D**

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management."

Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

### NEW QUESTION # 54

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