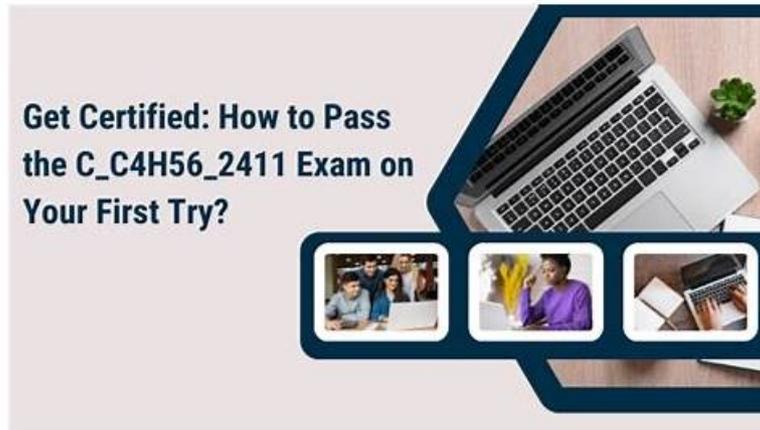


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### SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 3	<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>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Cases:</b> 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.</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>Basic Setup</b> 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.</li> </ul>
Topic 7	<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 8	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q48-Q53):

### NEW QUESTION # 48

What can you do with Microsoft Teams integration? Note: There are 3 correct answers to this question.

- A. Create appointments.
- B. Share workspaces.
- C. Make outbound calls.
- D. Hand over cases.
- E. Send e-mails to customers.

**Answer: A,B,C**

### NEW QUESTION # 49

What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add a mashup service in the Agent Desktop.
- B. Obtain API token credentials from the CTI provider.
- C. Add the phone channel to the live interaction widget.
- D. Integrate with a third-party CTI provider.

**Answer: B,D**

### NEW QUESTION # 50

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Define case types and assign responsible teams and employees.
- B. Set up rule(s) for case routing to teams.

- C. Set up rule(s) for case routing to employees.
- D. Set up rules with BRF+.

**Answer: B,C**

#### NEW QUESTION # 51

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. Any test tenant needs to be purchased separately.
- B. The customer will need to provision new tenants through SAP for Me.
- C. The business settings will need to be activated for the tenant.
- D. The administrator must create an initial user in order to log in to the tenant for the first time.

**Answer: B,D**

#### NEW QUESTION # 52

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Routing rules
- B. Assignment step in the Case Designer
- C. Autoflow
- D. Input step in the Case Designer

**Answer: A,B**

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules [learning.sap.com](https://learning.sap.com)

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

#### NEW QUESTION # 53

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