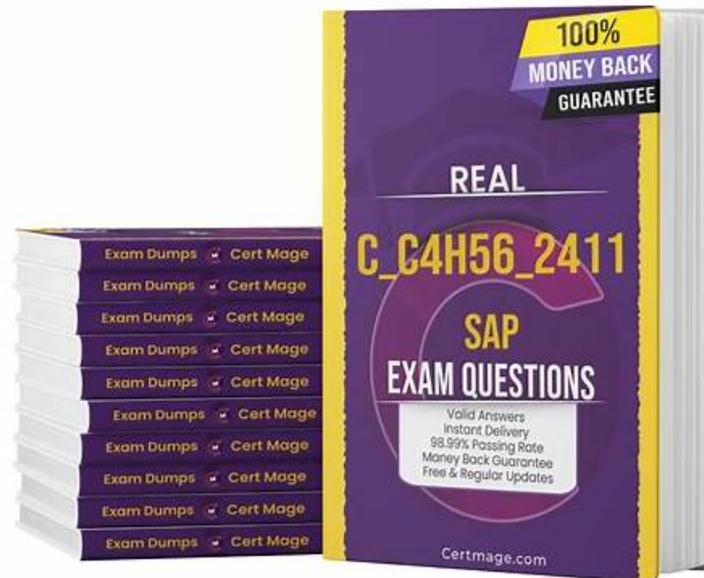


C_C4H56_2411最新問題、C_C4H56_2411試験参考書



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>> C_C4H56_2411最新問題 <<

SAP C_C4H56_2411試験参考書、C_C4H56_2411日本語的中対策

今日の社会では、能力を高めるために証明書を取得することを優先する人がますます増えています。まったく新しい観点から、C_C4H56_2411学習資料は、C_C4H56_2411認定の取得を目指すほとんどのオフィスワーカーに役立つように設計されています。当社のC_C4H56_2411テストガイドは、現代の人材開発に歩調を合わせ、すべての学習者を社会のニーズに適合させます。C_C4H56_2411の最新の質問が、関連する知識の蓄積と能力強化のための最初の選択肢になることは間違いありません。

SAP C_C4H56_2411 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<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.

トピック 2	<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.
トピック 3	<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.
トピック 4	<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.
トピック 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.
トピック 6	<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.
トピック 7	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 認定 C_C4H56_2411 試験問題 (Q14-Q19):

質問 # 14

You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Enable the Primary flag in the organization unit.
- **B. Assign employees directly to different organizational objects.**
- C. Assign the employee at company level.
- D. Acquire an additional license for the required add-on.

正解: B

質問 # 15

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. If the access rights are contradictory, the system automatically grants no access.
- B. Restricted access rights override any unrestricted access you have defined.
- **C. Unrestricted access rights override any restrictions you have defined.**
- D. You can decide if access rights override any restrictions you have defined.

正解: C

質問 # 16

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. If the access rights are contradictory, the system automatically grants no access.
- B. Restricted access rights override any unrestricted access you have defined.
- **C. Unrestricted access rights override any restrictions you have defined.**

- D. End users can decide if access rights override any restrictions.

正解: C

解説:

"The precedence is given to Unrestricted. For example, if a user is having 2 roles where one view is unrestricted and the same view is restricted in another role, then the user will have unrestricted access. In other words, if one role blocks the write access and another role allows it, the more permissive role takes precedence."

質問 # 17

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. Define a custom screen for the mashup.
- 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. Develop a custom business object.
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

正解: B、C、E

解説:

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

SAP Community: External Solution Integration

質問 # 18

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Tasks
- C. Phone calls
- D. Cases

正解: B、D

解説:

In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases.

According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.

Reference:

SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2

SAP Community: Service Catalog Usage

質問 # 19

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私たちの会社は、コンテンツだけでなくディスプレイ上でも、C_C4H56_2411試験材料の設計に最新の技術を採用

