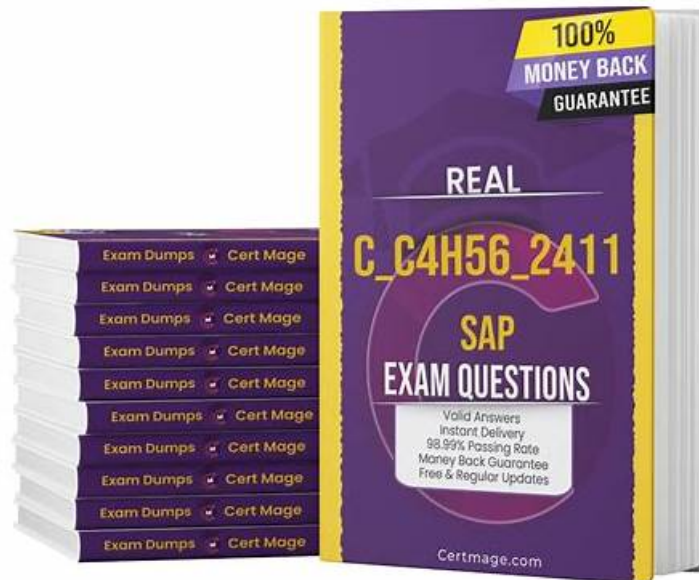


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SAP C_4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	Personalization and Extensibility: 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.
Topic 3	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 4	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 5	• 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.
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q45-Q50):

NEW QUESTION # 45

You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

- A. Notifications
- **B. Case routing**
- C. Service categories
- D. SLA

Answer: B

NEW QUESTION # 46

Which of the following actions can a Service Agent execute from the case "More Action" button? Note: There are 3 correct answers to this question.

- **A. Mark as unread**
- B. Handover
- C. Delete
- **D. Summary**
- **E. Escalate**

Answer: A,D,E

NEW QUESTION # 47

What is the only way to change an active case type?

- A. Execute the Create New Version action.
- B. It is not possible to change an existing case type.
- C. Edit the name of the existing case type.
- **D. Copy an existing case type.**

Answer: D

NEW QUESTION # 48

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Language adaptation
- **B. Page layout**
- C. Autoflow
- **D. Adaptation**

Answer: B,D

NEW QUESTION # 49

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- **A. Language adaptation**
- B. Screen adaptation
- C. Case extensibility
- D. Page layout

Answer: A

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 50

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