

VCEPrep SAP C_C4H56_2411 Desktop Practice Test Software Features



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 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	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.
Topic 6	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 7	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 8	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 9	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 (Q48-Q53):

NEW QUESTION # 48

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Conditions can be based on standard fields.
- B. Too many rules affect system performance.
- C. Optimization from the back end is done automatically when too many autoflow rules exist.
- D. Conditions can be based on extension fields.
- E. Autoflow rules must be assigned to the business role.

Answer: A,B,D

NEW QUESTION # 49

Which elements can be used to determine the reaction time in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Case types
- B. Maintenance plan
- C. Priority
- D. Sales contract

Answer: A,C

NEW QUESTION # 50

Which objects can you use to route a case to an employee?

- A. Input fields in the Case Designer
- **B. Source**
- C. Autoflow
- D. Mashup

Answer: B

Explanation:

In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.

Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees.

Input fields in the Case Designer (C) collect data but are not used for routing.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 51

Which element can be used to restrict access to views?

- **A. Business roles**
- B. Determination rules
- C. Code list restrictions
- D. Field attributes

Answer: A

Explanation:

Access to views in SAP Service Cloud V2 is restricted using business roles. Business roles define the permissions and access rights for users, including which views (e.g., case lists, account details) they can access. According to SAP documentation, "Business roles are used to control access to specific views and objects, ensuring users only see relevant data." Determination rules (B) are used for field value calculations, not view access. Code list restrictions (C) limit dropdown values, not views. Field attributes (D) control field properties, not view-level access.

Reference:

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

SAP Learning: Access Management

NEW QUESTION # 52

Which of the following activities are necessary for using cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set Up Product Lists
- **B. Activate Scoping Items**
- **C. Set Up Business Roles**
- D. Maintain Business Users

Answer: B,C

NEW QUESTION # 53

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