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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> 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 3	<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.
Topic 4	<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.
Topic 5	<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.
Topic 6	<ul style="list-style-type: none"> 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 7	<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.
Topic 8	<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 Sample Questions (Q57-Q62):

NEW QUESTION # 57

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

- A. Tasks
- B. Cases

- C. Registered products
- D. Phone calls

Answer: B,D

NEW QUESTION # 58

What features are available in the SAP CX AI Toolkit?

- A. Analyze financial reliability
- B. Create knowledge articles
- C. Predict product availability
- D. Draft emails

Answer: D

Explanation:

The SAP CX AI Toolkit in SAP Service Cloud Version 2 includes features to enhance customer experience processes. Draft emails is a key feature, allowing AI to generate email responses based on case context, improving agent efficiency. According to SAP documentation, "The SAP CX AI Toolkit provides capabilities such as drafting emails to streamline service interactions." Predict product availability (A) is relevant to supply chain solutions, not the CX AI Toolkit. Create knowledge articles (C) is a manual process, not AI-driven. Analyze financial reliability (D) is not a feature of the CX AI Toolkit.

Reference:

SAP Help Portal: SAP CX AI Toolkit in SAP Service Cloud V2

SAP Community: AI Features in SAP CX

NEW QUESTION # 59

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

Answer: A,D

NEW QUESTION # 60

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Set up knowledge base articles in SAP Service Cloud Version 2.
- B. Obtain API token credentials from the knowledge base provider.
- C. Configure the relevant integration flow.
- D. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.

Answer: B,D

NEW QUESTION # 61

Which of the following account master data can be included when creating account master data objects? Note: There are 2 correct answers to this question.

- A. Contract data
- B. Title
- C. Account team member
- D. Role

Answer: C,D

Explanation:

When creating account master data objects in SAP Service Cloud V2, Role can be included to define the account's function (e.g., customer, prospect). Account team member is also included to assign employees responsible for managing the account. According to SAP documentation, "Account master data includes attributes such as Role and Account Team Members to support customer relationship management." Title (B) is typically associated with contacts, not accounts. Contract data (D) is managed separately and not part of account master data creation.

Reference:

SAP Help Portal: Account Master Data in SAP Service Cloud V2

SAP Learning: Account Management Configuration

NEW QUESTION # 62

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