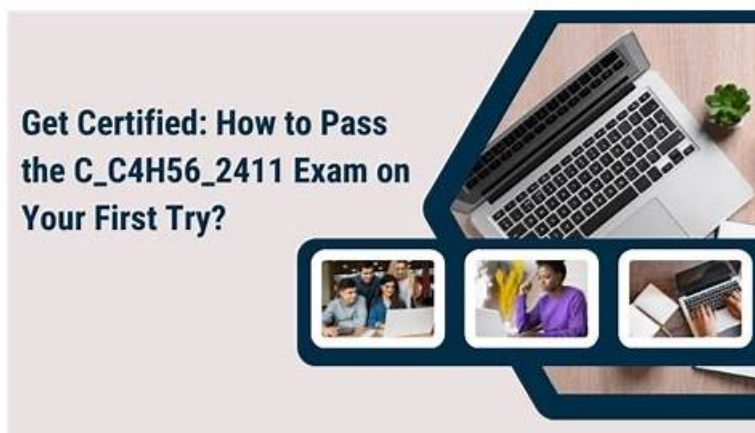


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As the labor market becomes more competitive, a lot of people, of course including students, company employees, etc., and all want to get C_C4H56_2411 authentication in a very short time, this has developed into an inevitable trend. Each of them is eager to have a strong proof to highlight their abilities, so they have the opportunity to change their current status, including getting a better job, have higher pay, and get a higher quality of C_C4H56_2411 material, etc.

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"> 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 3	<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.
Topic 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.
Topic 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.
Topic 6	<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.

Topic 7	<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 8	<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 9	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q51-Q56):

NEW QUESTION # 51

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

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

Answer: D

NEW QUESTION # 52

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- **A. Email Drafter**
- B. Validation Rules
- **C. Similar Case Recommendation**
- D. Product Proposal

Answer: A,C

Explanation:

SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.

Reference:

SAP Help Portal: AI Features in SAP Service Cloud V2

NEW QUESTION # 53

What are the prerequisites for integrating external systems into the Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Event Mesh
- B. SAP Business AI
- C. SAP Build Apps
- D. SAP Cloud Integration

Answer: A,D

Explanation:

To integrate external systems into the Agent Desktop in SAP Service Cloud V2, SAP Cloud Integration (part of SAP BTP) is required to facilitate data exchange and API connectivity between systems. Additionally, SAP Event Mesh is used for event-driven integrations, enabling real-time updates from external systems. According to SAP documentation, "SAP Cloud Integration and SAP Event Mesh are prerequisites for integrating external systems into the Agent Desktop to ensure seamless connectivity." SAP Build Apps (A) is for app development, not system integration. SAP Business AI (D) enhances functionality but is not a prerequisite for integration.

Reference:

SAP Help Portal: External System Integration in SAP Service Cloud V2

SAP Community: Integration with SAP BTP

NEW QUESTION # 54

Which milestone can you use for service levels?

- A. Initial review date
- B. Status
- C. Warranty validity
- D. Created-on date

Answer: A

NEW QUESTION # 55

Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Send an e-mail to SAP Cloud Support
- B. Implement the provided hotfix number
- C. Report an issue via case
- D. Create an incident

Answer: D

NEW QUESTION # 56

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