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## SAP C\_C4H56\_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

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### SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Personalization and Extensibility:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q20-Q25):

#### NEW QUESTION # 20

Which of the following objects can be displayed in the Timeline tabstrip in the Customer Hub? Note: There are 2 correct answers to this question.



The screenshot shows the SAP Service Cloud interface. At the top, there's a 'Timeline' header with 'Entities' and 'Test' tabs. Below it, there are filters for 'Interactions', 'Entities' (with a count of 2), 'All', and 'Clear All'. The main content area is divided into two date sections:

- Today | January 6, 2024:** A single interaction card with a blue icon, text 'Installed Base created :31 | demo', and a timestamp of '7:45 PM'.
- Monday | December 4, 2023:** A single interaction card with a purple icon, text 'Case Status Changed to In Process :42959 | Motor vibrating excessively - seeking assistance', and a timestamp of '3:17 PM'.

- A. Calls
- B. Cases
- C. Installed base
- D. Contracts

**Answer: B,D**

#### NEW QUESTION # 21

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

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

**Answer: A,B**

#### NEW QUESTION # 22

You want to use CTI with automatic creation of interaction logs within the Agent Desktop. Which of the following activation steps are mandatory? Note: There are 2 correct answers to this question.

- A. Enable Activity Creation
- B. Maintain Provider ID
- C. Maintain mapping table for CTI and SAP Service Cloud Solution
- D. Enable Microsoft Teams Integration for Activities

**Answer: A,B**

Explanation:

To enable CTI (Computer Telephony Integration) with automatic creation of interaction logs in the Agent Desktop, administrators must Enable Activity Creation to ensure interactions (e.g., calls) are logged automatically. Additionally, Maintain Provider ID is mandatory to identify the CTI provider and establish the integration. According to SAP documentation, "Enabling Activity Creation and maintaining the Provider ID are required steps to configure CTI for automatic interaction logging." Maintaining mapping table (A) is optional and depends on specific integration requirements. Enabling Microsoft Teams Integration (D) is unrelated to CTI interaction logs.

Reference:

SAP Help Portal: CTI Integration in SAP Service Cloud V2

SAP Community: Configuring Interaction Logs for CTI

#### NEW QUESTION # 23

Which configuration steps are mandatory to link customer emails with cases? Note: There are 2 correct answers to this question.

- A. Set up a rule to route the email to the tenant's technical email address.
- B. Maintain and activate at least one email channel.
- C. Create a case routing rule.
- D. Assign the team responsible for handling cases.

**Answer: A,B**

#### NEW QUESTION # 24

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Define case types and assign responsible teams and employees.
- B. Set up rules with BRF+.
- C. Set up rule(s) for case routing to employees.
- D. Set up rule(s) for case routing to teams.

**Answer: C,D**

#### NEW QUESTION # 25

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