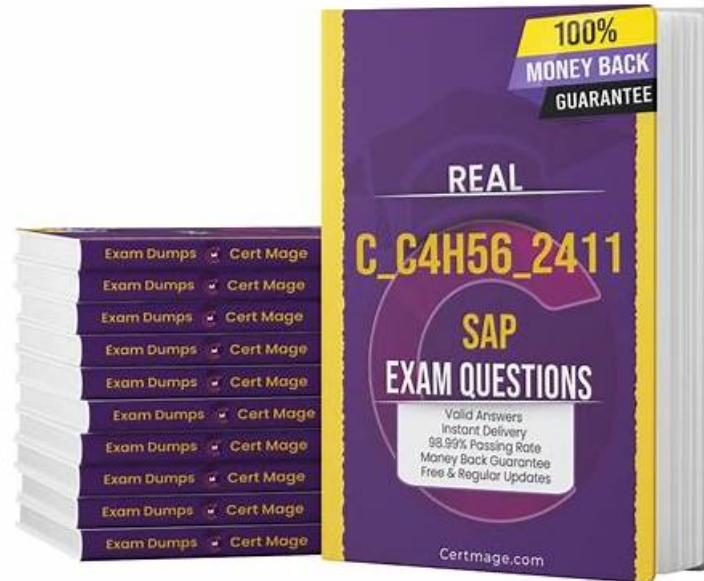# Latest Updated New C_C4H56_2411 Test Discount Supply you Valuable Valid Exam Camp Pdf for C_C4H56_2411: SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 to Prepare easily



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# SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q15-Q20):

**NEW QUESTION # 15**
Where are employee working hours maintained?

- A. Business user data
- B. Business role
- C. Holiday calendar
- D. Employee data

**Answer: D**

Explanation:
Employee working hours in SAP Service Cloud V2 are maintained in the Employee data. This includes details such as working hours, time zones, and availability, which are used for scheduling and case routing. According to SAP documentation, "Under the Operating Hours, you can define the working hours of the service agent" within the employee data settings.
Holiday calendar (A) defines non-working days, not individual hours. Business role (B) manages access rights, not working hours. Business user data (D) includes user credentials but not working hour details.
Reference:
SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Employee Data Configuration

**NEW QUESTION # 16**
Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- A. Sortable
- B. Data type
- C. Label
- D. Searchable

**Answer: B,C**

Explanation:
When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users.
According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.
Reference:
SAP Help Portal: Custom Field Creation in SAP Service Cloud V2
SAP Community: Extension Fields in Service Cloud

**NEW QUESTION # 17**
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. Configure the relevant integration flow.
- C. Obtain API token credentials from the knowledge base provider.
- D. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.

**Answer: C,D**

**NEW QUESTION # 18**
Which objects can you use to route a case to an employee?

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

**Answer: C**

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 # 19**
For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

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

**Answer: A,D**

Explanation:
In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases.
According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.
Reference:
SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2
SAP Community: Service Catalog Usage

**NEW QUESTION # 20**
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