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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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"> • 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"> • 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 (Q55-Q60):

NEW QUESTION # 55

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. Security policy
- B. Business role
- C. User profile
- D. Employee role

Answer: A,B

NEW QUESTION # 56

Which access restriction types are available in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Full access
- B. No access
- C. Unrestricted
- D. Define specific restriction
- E. Restricted

Answer: B,C,D

NEW QUESTION # 57

Which of the following business services will all service agents need to have assigned?

- A. BuiltInSupportService
- B. Case
- C. Case Type
- D. Activity Manager

Answer: B

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with

SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

NEW QUESTION # 58

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not activated as a service.
- B. Service Level Agreements are not configured in fine-tuning.
- C. A workflow rule was not scheduled to trigger the determination.
- D. The determination rules have been configured, but not activated.

Answer: A,D

NEW QUESTION # 59

Which milestone can you use for service levels?

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

Answer: A

NEW QUESTION # 60

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