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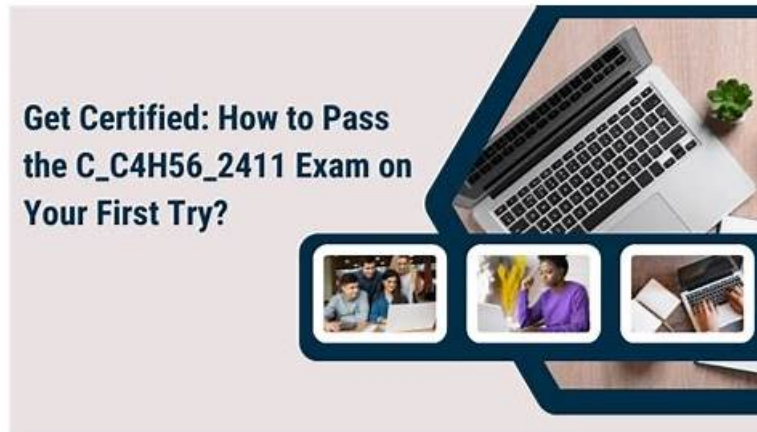
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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) practice test helps you to assess yourself as its tracker records all your results for future use. We design and update our SAP practice test questions after receiving feedback from professionals worldwide. There is no need for installation and any other plugins to access SAP C-C4H56-2411 Practice Test. We also ensure that our support team and the core team of SAP Certified Professionals provide 24/7 services to resolve all your issues. There is a high probability that you will be successful in the SAP C-C4H56-2411 exam on the first attempt after buying our prep material.

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

NEW QUESTION # 15
Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Category
- B. Subcategory
- C. Cause category
- D. Incident category

Answer: A,B

NEW QUESTION # 16
What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add the phone channel to the live interaction widget.
- B. Add a mashup service in the Agent Desktop.
- C. Integrate with a third-party CTI provider.
- D. Obtain API token credentials from the CTI provider.

Answer: C,D

NEW QUESTION # 17
Which of the following activities are necessary for using cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set Up Product Lists
- B. Maintain Business Users
- C. Activate Scoping Items
- D. Set Up Business Roles

Answer: C,D

NEW QUESTION # 18
Which of the following are mandatory to maintain when you want to create a new business user? Note: There are 2 correct answers

to this question.

- A. Business role
- B. E-mail
- C. Organization
- D. Employee

Answer: A,D

NEW QUESTION # 19
Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service team
- B. Service category
- C. Account
- D. Employee

Answer: A,D

Explanation:
In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.
Reference:
SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2
SAP Learning: Case Routing Rules

NEW QUESTION # 20
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