

# C-C4H56-2411 Valid Test Sims & Detailed C-C4H56-2411 Answers



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## Detailed C-C4H56-2411 Answers, Exam C-C4H56-2411 Answers

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 8	<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>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

### NEW QUESTION # 10

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. Validation rules
- C. Business roles
- D. Restriction rules

**Answer: C,D**

Explanation:

In SAP Service Cloud V2, Restriction rules are used to define specific access constraints, such as limiting access to certain accounts or cases based on conditions. Business roles control user access rights by assigning permissions to objects, views, and fields. According to SAP documentation, "Access rights are managed through Restriction Rules and Business Roles to ensure users have appropriate permissions." Validation rules (A) enforce data integrity, not access. Autoflow (D) automates actions, not controls access.

Reference:

SAP Help Portal: Access Management in SAP Service Cloud V2

SAP Learning: Business Roles and Restriction Rules

### NEW QUESTION # 11

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Use code list restrictions.
- B. Add or remove statuses in the existing status schema.
- C. Change the existing status schema.
- D. The status schema cannot be adapted.

**Answer: B,C**

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

### NEW QUESTION # 12

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Service contract
- B. Operating hours
- C. Maintenance plan
- D. Working calendar

Answer: B,D

### NEW QUESTION # 13

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

Answer: A,D

### NEW QUESTION # 14

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

Answer: C,D

### NEW QUESTION # 15

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