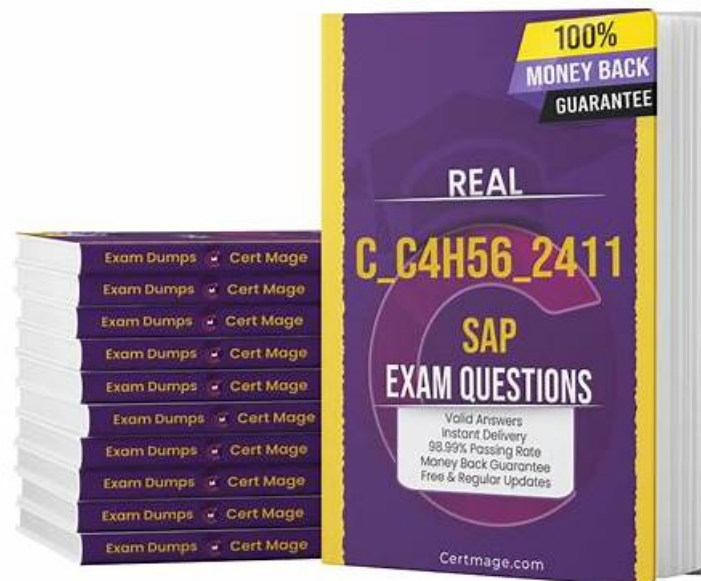


C_C4H56_2411測試題庫 - C_C4H56_2411真題



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TestpdfSAP的C_C4H56_2411考試培訓資料是由考生在類比的情況下學習，你可以控制題型和一些問題以及每個測試的時間，在Testpdf網站裏，你可以沒有壓力和焦慮來準備考試，同時也可以避免一些常見的錯誤，這樣你會獲得信心，在實際測試時能重複你的經驗，你將涵蓋各個領域和類別的微軟技術，幫助你成功的獲得認證。

SAP C_C4H56_2411 考試大綱：

主題	簡介
主題 1	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.
主題 2	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.
主題 3	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.
主題 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.

主題 5	• Master Data: 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. • User Management: 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.
主題 6	• 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.
主題 7	• 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.
主題 8	• 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.
主題 9	• 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.

>> C_C4H56_2411測試題庫 <<

C_C4H56_2411真題，新版C_C4H56_2411考古題

對於C_C4H56_2411認證考試，你是怎麼想的呢？作為非常有人氣的SAP認證考試之一，這個考試也是非常重要的。但是，當你為了更好地準備考試而尋找參考資料的時候，你會發現找到一本非常優秀的參考書是很難的。那麼，應該怎麼辦才好呢？沒關係。Testpdf很好地體察到了你們的願望，並且為了滿足廣大考生的要求，向你們提供最好的考試考古題。

最新的 SAP Certified Associate C_C4H56_2411 免費考試真題 (Q44-Q49):

問題 #44

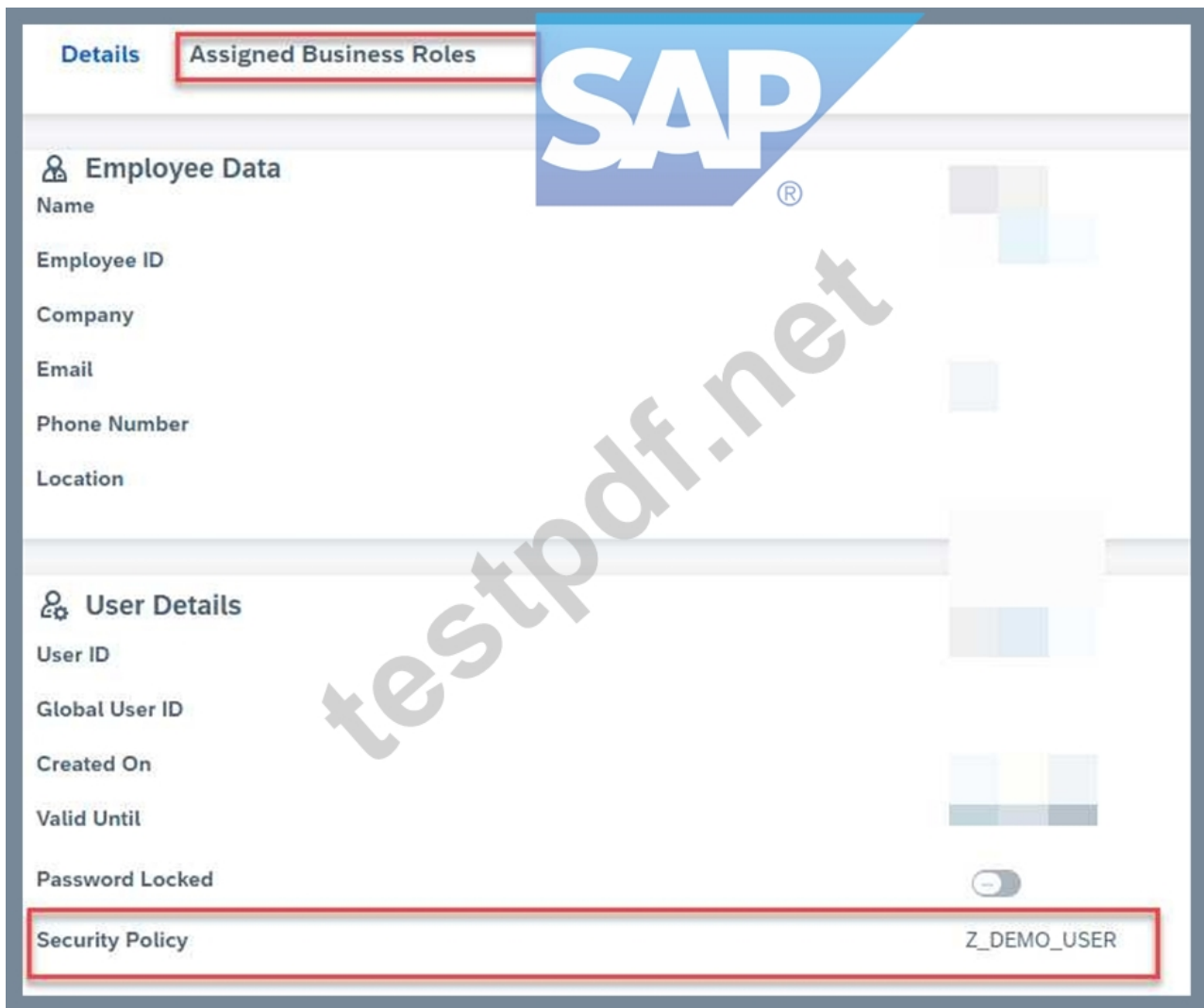
What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Service level determination
- B. To control validity of the service catalog
- C. A filter option for the case summary
- D. Business role assignment
- E. Case responsibility determination

答案：A,C,E

問題 #45

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



The image shows a SAP user management interface. At the top, there are two tabs: 'Details' and 'Assigned Business Roles'. The 'Assigned Business Roles' tab is selected and highlighted with a red box. Below the tabs, there are two main sections: 'Employee Data' and 'User Details'. The 'Employee Data' section includes fields for Name, Employee ID, Company, Email, Phone Number, and Location. The 'User Details' section includes fields for User ID, Global User ID, Created On, Valid Until, and Password Locked. At the bottom of the 'User Details' section, there is a 'Security Policy' field, which is highlighted with a red box and contains the value 'Z_DEMO_USER'.

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

答案: A,B

問題 #46

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.



The image shows a table titled 'Rules (0)' in the SAP Service Cloud interface. The table has several columns: Sequence, Case Type, Priority Code, Source, category/displayId, subcategory/displayId, Subject, Escalation Status, Team, Party Role, and Action. The 'category/displayId' and 'Team' columns are highlighted with red boxes. Below the table, there is a search icon and the text 'No Records Found'.

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

答案: B,C

問題 #47

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

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

答案: A,B,C

問題 #48

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

The screenshot shows the SAP Service Cloud configuration interface for a new e-mail channel. The interface includes the following fields and sections:

- Channel Name ***: Call List Email Channel
- Channel Email ***: my1234567.calllist@365.cx.demo.sap
- Display Name**: Call List Email Channel
- Status**: INACTIVE
- Case type**: Search Case Type (with a magnifying glass icon) and Standard Case Type (ZTIC)
- Tenant Email for Automatic Forwarding**: inbound_my1000231@mail.de.crm.cloud.sap
- BCC for Outbound Emails**: BCC for Outbound Emails
- Object ***: Case
- Default Party**: Search Default Party (with a magnifying glass icon)
- Determination Rules**:
 - Case Type Determination From Business Rules (Off)
 - Case Type Determination From Custom Code Extensions (Off)
 - Party Determination From Custom Code Extensions (Off)

- A. Default account
- B. Channel e-mail ID
- C. Channel type
- D. Case type
- E. Mashup service

答案: A,C,D

問題 #49

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Testpdf擁有一個由龐大的SAP行業精英組成的團隊。他們都在SAP行業中有很高的權威。他們利用專業的知識和經驗不斷地為準備參加C_C4H56_2411相關認證考試的人提供培訓材料。Testpdf提供的考試練習題和答案準確率很高，可以100%保證你C_C4H56_2411考試一次性成功，而且還免費為你提供一年的更新服務。

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