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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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.

Topic 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.
Topic 4	• 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	• 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 6	• 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 7	• 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 8	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14
Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Define a custom screen for the mashup.
- B. Create a mashup to embed the web page of the external solution.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- E. Develop a custom business object.

Answer: B,C,D

NEW QUESTION # 15
Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Assignment step in the Case Designer
- B. Autoflow
- C. Input step in the Case Designer
- D. Routing rules

Answer: A,D

Explanation:
In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.
Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.
The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment.
Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.
Reference:
SAP Help Portal: Configuring Case Routing Rules learning.sap.com
SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

NEW QUESTION # 16

What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Business flow
- B. Action
- C. Custom entity
- D. Mashup

Answer: B,D

Explanation:
To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop."
Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.
Reference:
SAP Help Portal: Agent Desktop Integration with SAP S/4HANA
SAP Community: Mashup and Action Configuration

NEW QUESTION # 17

Which of the following actions can a Service Agent execute from the case "More Action" button? Note: There are 3 correct answers to this question.

- A. Mark as unread
- B. Handover
- C. Escalate
- D. Delete
- E. Summary

Answer: A,C,E

NEW QUESTION # 18

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. The business settings need to be activated for the tenant.
- B. The customer needs to provision new tenants.
- C. Any test tenants need to be purchased separately.
- D. The administrator must create an initial user in order to log in to the tenant for the first time.

Answer: B,C

NEW QUESTION # 19

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