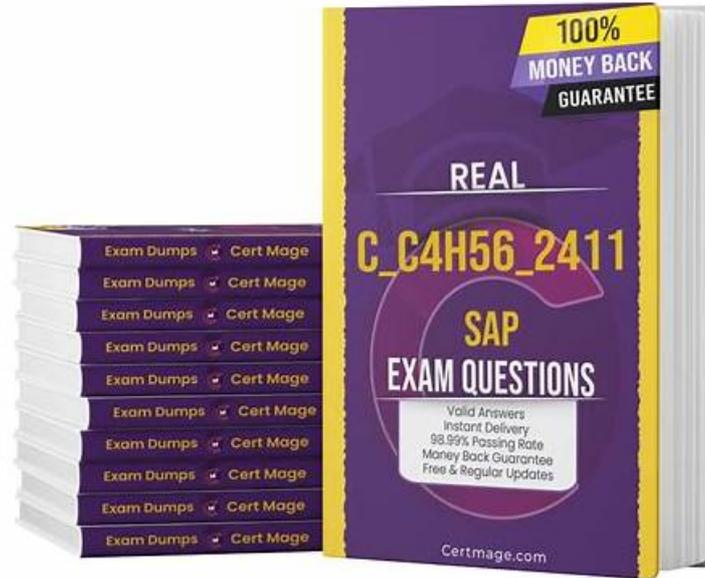


# C-C4H56-2411 시험대비 공부 시험대비 덤프 공부



ITDumpsKR C-C4H56-2411 최신 PDF 버전 시험 문제집을 무료로 Google Drive에서 다운로드하세요:  
[https://drive.google.com/open?id=1VxxC5\\_tMFqi-ojwtyoUBemB-vyMXpiNm](https://drive.google.com/open?id=1VxxC5_tMFqi-ojwtyoUBemB-vyMXpiNm)

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## SAP C-C4H56-2411 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 2	<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>
주제 3	<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>
주제 4	<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>

주제 5	<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>
주제 6	<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>
주제 7	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
주제 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>
주제 9	<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>

>> C-C4H56-2411시험대비 공부 <<

## 시험준비에 가장 좋은 C-C4H56-2411시험대비 공부 최신 공부자료

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## 최신 SAP Certified Associate C-C4H56-2411 무료샘플문제 (Q27-Q32):

### 질문 # 27

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign employee to organizational units
- B. Create business role
- C. Create organizational structure
- D. Log in with initial user

정답: B,D

### 질문 # 28

What steps must an administrator perform to enable the phone channel in 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 Agent Desktop.
- C. Obtain API token credentials from the CTI provider.
- D. Integrate with a third-party Computer Telephony Integrator (CTI) provider.

정답: A,D

**질문 # 29**

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

- A. Case type
- B. Channel email ID
- C. Channel type
- D. Reply to default
- E. Mashup service

정답: A,C,D

**질문 # 30**

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Tasks
- B. Phone calls
- C. Cases
- D. Registered products

정답: B,C

**질문 # 31**

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. At least one registered product must be assigned to the installed base.
- B. A customer needs to be assigned to the installed base.
- C. An active service contract must be added to the installed base.
- D. The installed base must be set to active status.

정답: B,C

**질문 # 32**

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