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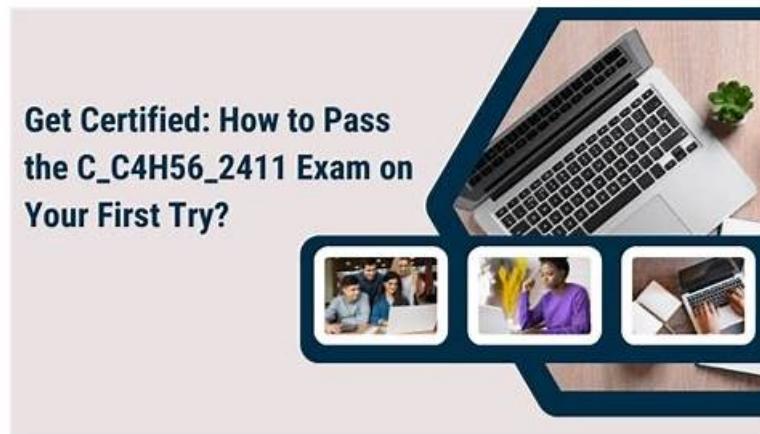
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SAP C-C4H56-2411 Exam Syllabus Topics:

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

Topic 6	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q42-Q47):

NEW QUESTION # 42
Which action should an administrator take to get a system bug fixed within SAP Service Cloud Version 2?

- A. Report an issue via case
- B. Implement the provided hotfix number
- C. Send an e-mail to SAP Cloud Support
- D. Create an incident

Answer: D

NEW QUESTION # 43
What are the effects of using the depersonalization settings on employee data?

- A. Employee data gets hidden.
- B. Personal data gets archived.
- C. Personal data gets replaced with XXXX.
- D. Employee data is stored securely.

Answer: C

NEW QUESTION # 44
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. Maintain Business Users
- B. Activate Scoping Items
- C. Set Up Product Lists
- D. Set Up Business Roles

Answer: B,D

NEW QUESTION # 45

Which of the following elements do you need to be able to use Microsoft Teams in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Outbound calls
- B. Microsoft Office 365 license
- C. Cases
- D. Email integration

Answer: A,B

NEW QUESTION # 46
Which tool can you use to automatically replicate data from S/4HANA to SAP Service Cloud Version 2?

- A. SAP WorkZone
- B. SAP BTP
- C. SAP Build
- D. Data Workbench

Answer: B

Explanation:
SAP BTP (Business Technology Platform) is the tool used to automatically replicate data from SAP S/4HANA to SAP Service Cloud V2. SAP BTP provides integration services, such as SAP Integration Suite, to enable seamless data replication and synchronization between the two systems. According to SAP documentation, "SAP BTP facilitates automatic data replication between SAP S/4HANA and SAP Service Cloud V2 using standard integration flows." Data Workbench (A) is used for manual data imports/exports. SAP Build (B) is for app development, not data replication. SAP WorkZone (C) is a collaboration tool, not for data integration.
Reference:
SAP Help Portal: Integration with SAP S/4HANA via SAP BTP
SAP Community: Data Replication in SAP Service Cloud

NEW QUESTION # 47
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