

# Dumps C-C4H56-2411 PDF - C-C4H56-2411 Lead2pass



## SAP C\_C4H56\_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

**Questions & Answers PDF**  
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### SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Communication Channels:</b> 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 2	<ul style="list-style-type: none"><li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Personalization and Extensibility:</b> 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>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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 6	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Integration:</b> 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>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q69-Q74):

#### NEW QUESTION # 69

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

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

**Answer: B,D,E**

#### NEW QUESTION # 70

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. Restricted access rights override any unrestricted access you have defined.
- B. You can decide if access rights override any restrictions you have defined.
- C. If the access rights are contradictory, the system automatically grants no access.
- D. Unrestricted access rights override any restrictions you have defined.

**Answer: D**

#### NEW QUESTION # 71

Which of the following rule options can be implemented to automatically assign a case?

- **A. Case routing**
- B. BRF+
- **C. Autoflow**
- D. Validation

**Answer: A,C**

Explanation:

Automatic case assignment in SAP Service Cloud V2 can be achieved using Case routing rules, which allow administrators to define conditions (e.g., case type, priority) to route cases to specific employees or teams. Autoflow is another option, as it supports automation of case assignments by triggering actions based on predefined conditions. According to SAP documentation, "Case routing rules and autoflows enable automatic assignment of cases to employees or teams based on business logic." Validation (A) is used to check data integrity, not for assignment. BRF+ (D) is a business rule framework used in other SAP systems but not directly in Service Cloud V2 for case assignment.

Reference:

SAP Help Portal: Case Routing and Autoflow Configuration

SAP Community: Automation in SAP Service Cloud V2

#### NEW QUESTION # 72

What steps are required to determine the GOLD service level? Note: There are 2 correct answers to this question.

- A. Create and activate a new service level called 'GOLD' for escalated cases.
- **B. Create and activate a service level determination rule where the condition is: WHEN Priority == 'Immediate' THEN Service Level is GOLD**
- C. Create and activate a service level determination rule where the condition is: WHEN Escalation Status == 'ESCALATED' THEN Service Level is GOLD
- **D. Create and activate a new service level called 'GOLD' in the Case Designer.**

**Answer: B,D**

Explanation:

To determine the GOLD service level in SAP Service Cloud V2, administrators must create and activate a new service level called 'GOLD' in the Case Designer to define the SLA parameters. Additionally, a service level determination rule must be created and activated with the condition WHEN Priority == 'Immediate' THEN Service Level is GOLD to assign the GOLD service level based on case priority. According to SAP documentation, "Creating and activating a service level in the Case Designer and defining determination rules with conditions like Priority are required to apply the GOLD service level." Creating a service level for escalated cases (C) is too specific and not a standard step. A rule based on Escalation Status (D) is possible but not the primary condition described for GOLD service level determination.

Reference:

SAP Help Portal: Service Level Configuration in SAP Service Cloud V2

SAP Community: SLA Determination Rules

#### NEW QUESTION # 73

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

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

**Answer: A,D**

Explanation:



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