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## SAP C_C4H56_2411 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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 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. |
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| Topic 3 | • 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. |
| Topic 4 | • 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 5 | • 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 6 | • 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 7 | • 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 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. |
| Topic 9 | • 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. |

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q51-Q56):

**NEW QUESTION # 51**
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. Obtain API token credentials from the CTI provider.
- C. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- D. Add a mashup service in Agent Desktop.

**Answer: A,C**

**NEW QUESTION # 52**

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A field attribute
- B. A workflow
- C. A determination
- D. An autoflow

**Answer: C**

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.
Reference:
SAP Help Portal: Determination Rules in SAP Service Cloud V2
SAP Community: Field Value Calculations

**NEW QUESTION # 53**

Which features can you activate with Microsoft Teams integration?

- A. Create and share knowledge articles
- B. Send an email and link it to the case
- C. Start a phone call with CTI
- D. Users can collaborate in shared workspaces

**Answer: D**

Explanation:

Microsoft Teams integration in SAP Service Cloud V2 enables users to collaborate in shared workspaces, allowing agents to share case details, discuss issues, and coordinate within Teams channels. According to SAP documentation, "Microsoft Teams integration supports collaboration in shared workspaces to enhance team communication." Starting a phone call with CTI (A) is a separate CTI feature, not Teams-specific. Creating and sharing knowledge articles (B) is part of knowledge base functionality, not Teams. Sending an email and linking it to a case (C) is a standard Service Cloud feature, not tied to Teams.
Reference:
SAP Help Portal: Microsoft Teams Integration in SAP Service Cloud V2
SAP Learning: Collaboration with Microsoft Teams

**NEW QUESTION # 54**

What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add the phone channel to the live interaction widget.
- B. Obtain API token credentials from the CTI provider.
- C. Integrate with a third-party CTI provider.
- D. Add a mashup service in the Agent Desktop.

**Answer: B,C**

**NEW QUESTION # 55**

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Similar Case Recommendation
- B. Product Proposal
- C. Validation Rules
- D. Email Drafter

**Answer: A,D**

Explanation:
SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.
Reference:
SAP Help Portal: AI Features in SAP Service Cloud V2
SAP Community: AI Capabilities in Service Cloud

**NEW QUESTION # 56**

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