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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 6	<ul style="list-style-type: none"> • 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 7	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
Topic 9	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q62-Q67):

NEW QUESTION # 62

How can service agents create cases? Note: There are 2 correct answers to this question.

□

- A. In the case worklist, Create button (+) and select Case.
- B. In Agent Desktop, click the Create button (+) and select Case.
- C. In the Account General facet, Create button (+) and select Case.
- D. In the Related Service Object facet of registered products, Create button (+) and select Case.

Answer: B,D

NEW QUESTION # 63

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- A. Assign a business role to a service organization
- B. Assign a business role to an employee
- C. Assign a business role to a user
- D. Set up the case designer with the assignment step employee

Answer: B,C

Explanation:

To grant access to service objects (e.g., cases) in SAP Service Cloud V2, administrators must assign a business role to a user to define their permissions for accessing specific objects. Similarly, assigning a business role to an employee ensures the employee has the necessary access rights linked to their user account. According to SAP documentation, "Access to service objects is granted by assigning business roles to users or employees." Assigning a business role to a service organization (B) is not a standard action, as roles are assigned to individuals. Setting up the case designer with the assignment step employee (D) is for case routing, not object

access.

Reference:

SAP Help Portal: Business Role Assignment in SAP Service Cloud V2

SAP Learning: Access Management for Service Objects

NEW QUESTION # 64

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

☐

- A. Product
- B. Contract
- C. Installed base
- D. Customer

Answer: A,D

NEW QUESTION # 65

You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

- A. ☐
- B. ☐
- C. ☐
- D. ☐

Answer: A

NEW QUESTION # 66

Which configuration steps are mandatory to link customer emails with cases? Note: There are 2 correct answers to this question.

- A. Maintain and activate at least one email channel.
- B. Create a case routing rule.
- C. Set up a rule to route the email to the tenant's technical email address.
- D. Assign the team responsible for handling cases.

Answer: A,C

NEW QUESTION # 67

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