

C_C4H56_2411 Key Concepts & Latest C_C4H56_2411 Dumps Files



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> • 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 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"> • 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 5	<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 6	<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 7	<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 8	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

NEW QUESTION # 10

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

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

Answer: A

NEW QUESTION # 11

What is the only way to change an active case type?

- A. Execute the Create New Version action.
- B. It is not possible to change an existing case type.
- C. Edit the name of the existing case type.
- **D. Copy an existing case type.**

Answer: D

NEW QUESTION # 12

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

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

Answer: A

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 # 13

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create a Support Case in SAP for Me.
- B. Create an incident in the Built-In Support.
- C. Create a case of case type Incident.
- D. Send an email to SAP Cloud Support.

Answer: B,C

NEW QUESTION # 14

Which field can be used to determine Service Level Agreements?

- A. Account role
- B. Custom field
- C. Event in case
- D. Reading value of a registered product

Answer: B

NEW QUESTION # 15

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