

# Certified C\_C4H56\_2411 Questions & Free PDF 2026

## SAP SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Realistic Reliable Test Bootcamp



### SAP C\_C4H56\_2411

SAP Certified Associate - Implementation Consultant - SAP  
Service Cloud Version 2

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### SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<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 3	<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 4	<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 5	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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.</li> </ul>

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q48-Q53):

### NEW QUESTION # 48

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

**Answer: C,D**

### NEW QUESTION # 49

Which elements can you use to control the reaction time? Note: There are 2 correct answers to this question.

- A. Case Designer with the step option assignment
- B. Autoflow
- C. Working calendar
- D. Operating hours

**Answer: C,D**

Explanation:

In SAP Service Cloud V2, reaction times for cases are influenced by Working calendar, which defines non-working days and holidays, and Operating hours, which specify the hours during which service agents are available. These elements ensure that reaction times are calculated based on actual working periods. According to SAP documentation, "Working calendar and operating

hours are used to control reaction times by defining the availability for case handling." Case Designer with step option assignment (A) is for routing, not reaction time control. Autoflow (D) automates actions but does not directly manage reaction times.

Reference:

SAP Help Portal: SLA and Reaction Time Configuration

SAP Community: Managing Case Timelines

#### NEW QUESTION # 50

You want to use CTI with automatic creation of interaction logs within the Agent Desktop. Which of the following activation steps are mandatory? Note: There are 2 correct answers to this question.

- **A. Maintain Provider ID**
- B. Enable Microsoft Teams Integration for Activities
- C. Maintain mapping table for CTI and SAP Service Cloud Solution
- **D. Enable Activity Creation**

**Answer: A,D**

Explanation:

To enable CTI (Computer Telephony Integration) with automatic creation of interaction logs in the Agent Desktop, administrators must Enable Activity Creation to ensure interactions (e.g., calls) are logged automatically. Additionally, Maintain Provider ID is mandatory to identify the CTI provider and establish the integration. According to SAP documentation, "Enabling Activity Creation and maintaining the Provider ID are required steps to configure CTI for automatic interaction logging." Maintaining mapping table (A) is optional and depends on specific integration requirements. Enabling Microsoft Teams Integration (D) is unrelated to CTI interaction logs.

Reference:

SAP Help Portal: CTI Integration in SAP Service Cloud V2

SAP Community: Configuring Interaction Logs for CTI

#### NEW QUESTION # 51

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA? Note: There are 2 correct answers to this question.

- **A. Registered products**
- **B. Contacts**
- C. Products
- D. Service contracts

**Answer: A,B**

#### 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 determination**
- B. An autoflow
- C. A page layout
- D. A workflow

**Answer: A**

Explanation:

[https://help.sap.com/docs/CX\\_NG\\_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me](https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me).

#### NEW QUESTION # 53

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