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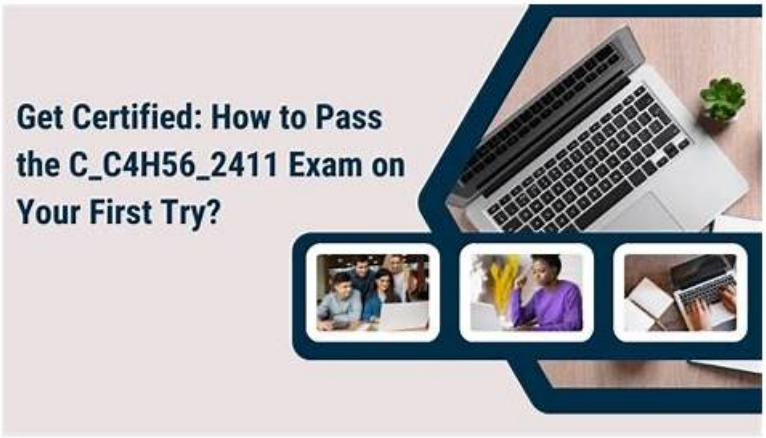

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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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 5	• 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 6	• 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 7	• 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	• 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	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service team
- B. Employee
- C. Account
- D. Service category

Answer: A,B

NEW QUESTION # 18
What is one of the main uses for warranty management in SAP Service Cloud Version 2?

- A. The warranty is assigned to a registered product.
- B. The system can be set up so that certain service levels are not covered.
- C. Routing rules can be applied to warranties.
- D. The warranty is assigned to a contract.

Answer: A

NEW QUESTION # 19
How can you trigger an event notification based on a specific condition?

- A. Implement SDK logic
- B. Configure event management
- C. Configure integration setting
- D. Configure autoflow

Answer: D

NEW QUESTION # 20
What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Configure the relevant integration flow.
- B. Set up knowledge base articles in SAP Service Cloud Version 2.
- C. Purchase a license.
- D. Integrate a knowledge base.

Answer: B,D

Explanation:
To give service agents access to knowledge base articles in SAP Service Cloud V2, administrators must set up knowledge base articles within the system to create and manage content. Additionally, integrating a knowledge base (e.g., with SAP Knowledge Management or a third-party solution) is required to make articles accessible. According to SAP documentation, "Setting up knowledge base articles and integrating a knowledge base are key steps to enable agent access." Purchasing a license (C) may be necessary for third-party solutions but is not a configuration step. Configuring the relevant integration flow (D) is part of integration but not always mandatory, depending on the knowledge base solution.
Reference:
SAP Help Portal: Knowledge Base Configuration in SAP Service Cloud V2
SAP Community: Knowledge Management Setup

NEW QUESTION # 21
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 workflow
- B. A determination
- C. An autoflow
- D. A page layout

Answer: B

Explanation:
https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me.

NEW QUESTION # 22
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