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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 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	• 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 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	• 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 9	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q75-Q80):

NEW QUESTION # 75
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. Account
- B. Service team
- C. Service category
- D. Employee

Answer: B,D

Explanation:
In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.
Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2
SAP Learning: Case Routing Rules

NEW QUESTION # 76
Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- **B. Registered products**
- C. Service orders
- **D. Cases**

Answer: B,D

NEW QUESTION # 77
Which element can be used to restrict access to views?

- A. Code list restrictions
- B. Field attributes
- C. Determination rules
- **D. Business roles**

Answer: D

Explanation:
Access to views in SAP Service Cloud V2 is restricted using business roles. Business roles define the permissions and access rights for users, including which views (e.g., case lists, account details) they can access. According to SAP documentation, "Business roles are used to control access to specific views and objects, ensuring users only see relevant data." Determination rules (B) are used for field value calculations, not view access. Code list restrictions (C) limit dropdown values, not views. Field attributes (D) control field properties, not view-level access.
Reference:
SAP Help Portal: Business Role Configuration in SAP Service Cloud V2
SAP Learning: Access Management

NEW QUESTION # 78
Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- **A. Log in with initial user**
- B. Create organizational structure
- C. Assign employee to organizational units
- **D. Create business role**

Answer: A,D

NEW QUESTION # 79

What steps are required to determine the GOLD service level? Note: There are 2 correct answers to this question.

- A. Create and activate a service level determination rule where the condition is: WHEN Priority == 'Immediate' THEN Service Level is GOLD
- B. Create and activate a new service level called 'GOLD' in the Case Designer.
- C. Create and activate a service level determination rule where the condition is: WHEN Escalation Status == 'ESCALATED' THEN Service Level is GOLD
- D. Create and activate a new service level called 'GOLD' for escalated cases.

Answer: A,B

Explanation:
To determine the GOLD service level in SAP Service Cloud V2, administrators must create and activate a new service level called 'GOLD' in the Case Designer to define the SLA parameters. Additionally, a service level determination rule must be created and activated with the condition WHEN Priority == 'Immediate' THEN Service Level is GOLD to assign the GOLD service level based on case priority. According to SAP documentation, "Creating and activating a service level in the Case Designer and defining determination rules with conditions like Priority are required to apply the GOLD service level." Creating a service level for escalated cases (C) is too specific and not a standard step. A rule based on Escalation Status (D) is possible but not the primary condition described for GOLD service level determination.
Reference:
SAP Help Portal: Service Level Configuration in SAP Service Cloud V2
SAP Community: SLA Determination Rules

NEW QUESTION # 80

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