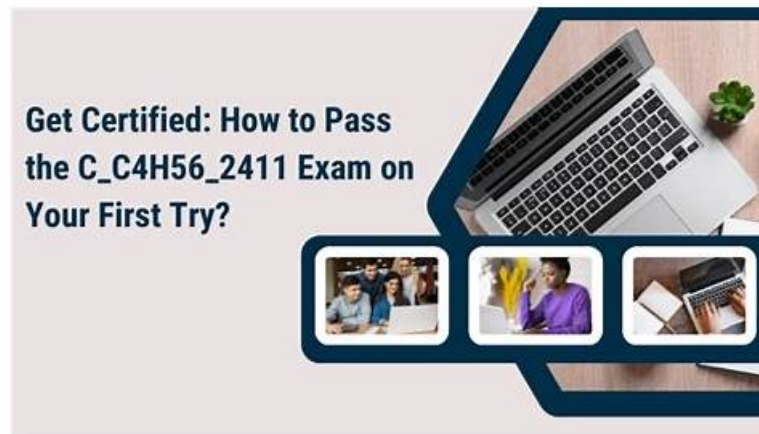# Reliable C-C4H56-2411 Test Syllabus & Interactive C-C4H56-2411 Course

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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q44-Q49):

NEW QUESTION # 44
Which objects can you use to route a case to an employee?

- A. Source
- B. Mashup
- C. Input fields in the Case Designer
- D. Autoflow

Answer: A

Explanation:
In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.
Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees. Input fields in the Case Designer (C) collect data but are not used for routing.
Reference:
SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 45
Which of the following parameters can be maintained by the administrator when configuring a new email channel? Note: There are 3 correct answers to this question.

- A. Channel email ID
- B. Channel type
- C. Mashup service
- D. Reply to default
- E. Case type

Answer: B,D,E

NEW QUESTION # 46
Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Define a custom screen for the mashup.
- B. Use the web page URL of the external solution for extracting input parameters in the mashup.
- C. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- D. Create a mashup to embed the web page of the external solution.
- E. Develop a custom business object.

Answer: B,C,D

Explanation:
To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated

step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.
Reference:
SAP Help Portal: Mashup Configuration in SAP Service Cloud V2
SAP Community: External Solution Integration

NEW QUESTION # 47
Which model can be used for ABAP cloud-native development?

- A. The SAP S/4HANA Cloud Extensibility Model
- B. The ABAP Cloud Development Model
- C. ABAP RESTful Application Programming Model

Answer: C

Explanation:
For ABAP cloud-native development, SAP recommends the ABAP RESTful Application Programming Model (RAP). RAP is designed for building cloud-ready, RESTful applications and extensions in the SAP BTP ABAP environment, supporting clean core principles. According to SAP documentation, "The ABAP RESTful Application Programming Model (RAP) is the standard model for cloud-native development in ABAP." The ABAP Cloud Development Model (A) is not a specific model. The SAP S/4HANA Cloud Extensibility Model (B) refers to extensibility approaches but is not specific to ABAP cloud-native development.
Reference:
SAP Help Portal: ABAP RESTful Application Programming Model
SAP Community: ABAP Cloud Development

NEW QUESTION # 48
Which of the following elements are mandatory to create a new product? Note: There are 2 correct answers to this question.

- A. Product group
- B. Price
- C. Sales area data
- D. Unit of measure

Answer: A,D

Explanation:
When creating a new product in SAP Service Cloud V2, the Product group is mandatory to categorize the product within the system. The Unit of measure is also required to define how the product is quantified (e.g., pieces, kilograms). According to SAP documentation, "Creating a new product requires specifying the Product Group and Unit of Measure as mandatory fields." Price (B) is optional, as pricing may not apply to all products. Sales area data (C) is relevant for sales processes, not mandatory for product creation in Service Cloud.
Reference:
SAP Help Portal: Product Creation in SAP Service Cloud V2
SAP Community: Product Master Data Setup

NEW QUESTION # 49
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