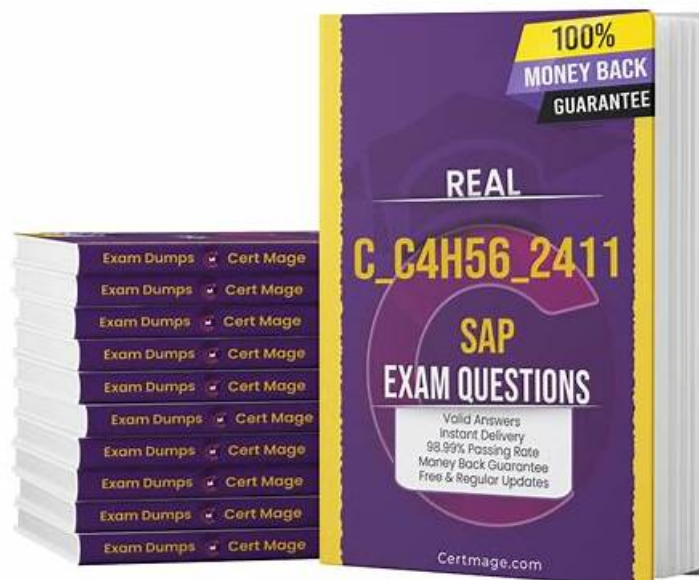


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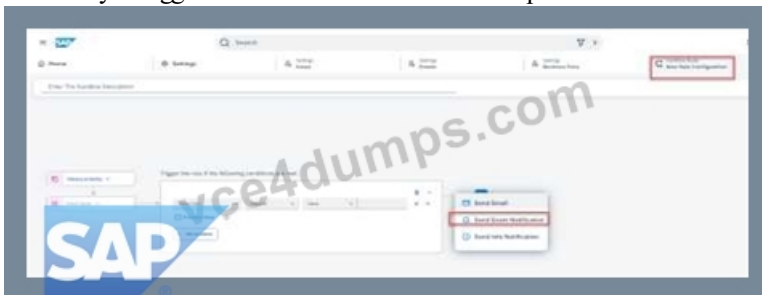
Topic	Details

Topic 1	<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 2	<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 3	<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.
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"> • 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 6	<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.

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

NEW QUESTION # 48

How can you trigger an event notification based on a specific condition?



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

Answer: A

NEW QUESTION # 49

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Create installed bases.
- B. Create an interaction log.
- C. Display confirmed entities.
- D. Assign products to existing accounts.

- E. Create a service catalog.

Answer: A,B,C

NEW QUESTION # 50

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. Restricted access rights override any unrestricted access you have defined.
- B. If the access rights are contradictory, the system automatically grants no access.
- C. End users can decide if access rights override any restrictions.
- **D. Unrestricted access rights override any restrictions you have defined.**

Answer: D

Explanation:

"The precedence is given to Unrestricted. For example, if a user is having 2 roles where one view is unrestricted and the same view is restricted in another role, then the user will have unrestricted access. In other words, if one role blocks the write access and another role allows it, the more permissive role takes precedence."

NEW QUESTION # 51

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- **A. To control validity of the service catalog**
- **B. A filter option for the case summary**
- **C. Case responsibility determination**
- D. Service level determination
- E. Business role assignment

Answer: A,B,C

NEW QUESTION # 52

What are the prerequisites for integrating external systems into the Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Build Apps
- **B. SAP Cloud Integration**
- **C. SAP Event Mesh**
- D. SAP Business AI

Answer: B,C

Explanation:

To integrate external systems into the Agent Desktop in SAP Service Cloud V2, SAP Cloud Integration (part of SAP BTP) is required to facilitate data exchange and API connectivity between systems. Additionally, SAP Event Mesh is used for event-driven integrations, enabling real-time updates from external systems. According to SAP documentation, "SAP Cloud Integration and SAP Event Mesh are prerequisites for integrating external systems into the Agent Desktop to ensure seamless connectivity." SAP Build Apps (A) is for app development, not system integration. SAP Business AI (D) enhances functionality but is not a prerequisite for integration.

Reference:

SAP Help Portal: External System Integration in SAP Service Cloud V2

SAP Community: Integration with SAP BTP

NEW QUESTION # 53

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questions, the system will automatically memorize and analyze all your practice. You must finish the model test in limited time. There have a timer on the right of the interface. Once you begin to do the exercises of the C-C4H56-2411 test guide, the timer will start to work and count down. If you don't finish doing the exercises, all your exercises of the C-C4H56-2411 Exam Questions will be delivered automatically. Then the system will generate a report according to your performance. You will clearly know where you are good at or not.

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