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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none"> • 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	<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.
Topic 6	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

NEW QUESTION # 55

What functionality can be enabled to assist agents with case resolution?

- A. Configure templates for responses.
- B. Integrate Microsoft Teams.
- C. Create and assign surveys to the case.
- **D. Integrate a knowledge base.**

Answer: D

NEW QUESTION # 56

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

Answer: A,C

NEW QUESTION # 57

Which tool can you use to rename the cases facet?

- A. Page layout
- B. Adaptation tool
- **C. Language adaptation tool**
- D. Workflow with action type field update

Answer: C

NEW QUESTION # 58

Which element can be used to restrict access to views?

Business Service ID	Name	Read Access	Write Access	Restriction Rule
sap.crm.md.service.accountService	Account	Unrestricted	No Access	Unassigned
sap.crm.md.service.accountHierarchyService	Account Hierarchy	Unrestricted	No Access	Unassigned
sap.crm.service.activityManagementService	Activity Manager	Restricted	Unrestricted	Unassigned

- A. Code list restrictions
- B. Service levels
- C. Business roles
- D. Field extensions

Answer: C

NEW QUESTION # 59

Which configuration can you use to trigger a warning message based on custom logic?

- A. Create an autoflow
- B. Create a determination
- C. Create a page layout
- D. Create a validation

Answer: D

NEW QUESTION # 60

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