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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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 9	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

NEW QUESTION # 23
What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Business flow
- B. Action
- C. Mashup
- D. Custom entity

Answer: B,C

Explanation:
To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop." Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.
Reference:
SAP Help Portal: Agent Desktop Integration with SAP S/4HANA
SAP Community: Mashup and Action Configuration

NEW QUESTION # 24
Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Groups
- C. Channel partners
- D. Individual customers

Answer: A,D

NEW QUESTION # 25
You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. The determination rules have been configured, but not activated.
- B. Service Level Agreements are not configured in fine-tuning.
- C. Service Level Agreements are not activated as a service.
- D. A workflow rule was not scheduled to trigger the determination.

Answer: A,B

NEW QUESTION # 26
Which field can be used to determine Service Level Agreements?

- A. Reading value of a registered product
- B. Account role
- C. Custom field
- D. Event in case

Answer: C

NEW QUESTION # 27
Which capability ensures service agents send e-mail responses with the correct corporate branding?

- A. Workflow rules
- B. E-mail templates
- C. Determination rules
- D. Autoflow

Answer: B

NEW QUESTION # 28
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