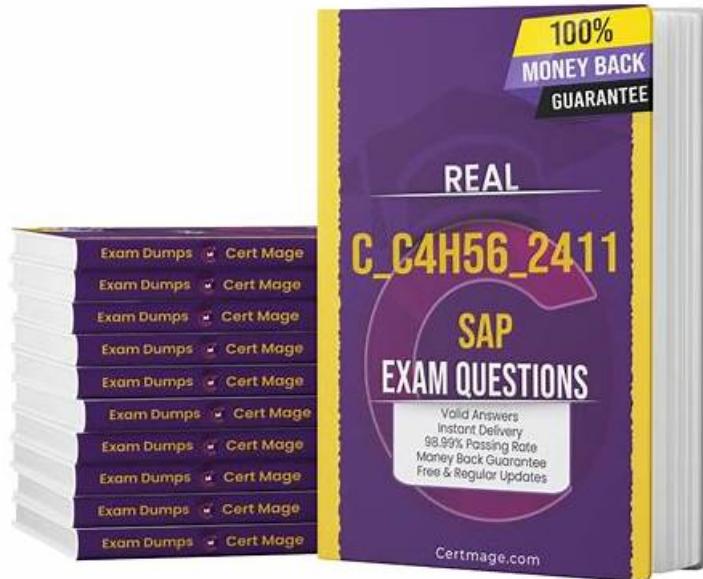


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## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q30-Q35):

### NEW QUESTION # 30

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. Adaptation**
- C. Language adaptation
- D. Page layout**

**Answer: B,D**

### NEW QUESTION # 31

You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Acquire an additional license for the required add-on.
- B. Assign employees directly to different organizational objects.**
- C. Enable the Primary flag in the organization unit.
- D. Assign the employee at company level.

**Answer: B**

### NEW QUESTION # 32

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Integrate a knowledge base.
- B. Configure the relevant integration flow.
- C. Purchase a license.
- D. Set up knowledge base articles in SAP Service Cloud Version 2.

**Answer: A,D**

Explanation:

To give service agents access to knowledge base articles in SAP Service Cloud V2, administrators must set up knowledge base articles within the system to create and manage content. Additionally, integrating a knowledge base (e.g., with SAP Knowledge Management or a third-party solution) is required to make articles accessible. According to SAP documentation, "Setting up knowledge base articles and integrating a knowledge base are key steps to enable agent access." Purchasing a license (C) may be necessary for third-party solutions but is not a configuration step. Configuring the relevant integration flow (D) is part of integration but not always mandatory, depending on the knowledge base solution.

Reference:

SAP Help Portal: Knowledge Base Configuration in SAP Service Cloud V2

SAP Community: Knowledge Management Setup

### NEW QUESTION # 33

Which of the following objects can be replicated between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Service contracts
- B. Maintenance plans
- C. Registered products
- D. Contacts

**Answer: C,D**

Explanation:

In SAP Service Cloud Version 2, integration with SAP S/4HANA supports the replication of specific objects to ensure seamless service processes. Contacts are replicated to synchronize customer contact information, enabling consistent communication across systems. Registered products are also replicated to manage customer assets and link them to service cases. According to SAP documentation, "Standard integration between SAP Service Cloud V2 and SAP S/4HANA includes replication of master data such as Contacts and Registered Products." Maintenance plans (A) and Service contracts (D) are managed in SAP S/4HANA but are not part of the standard out-of-the-box replication for SAP Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Replication for Service Cloud

### NEW QUESTION # 34

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

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

**Answer: A,B**

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:

## NEW QUESTION # 35

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