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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none">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 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">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 5	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q68-Q73):

NEW QUESTION # 68

You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Maintain exchange rate
- **B. Maintain organizational units**
- C. Select country theme
- **D. Enable country/region**

Answer: B,D

NEW QUESTION # 69

Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Assign a territory to the case.
- B. Assign a different team to the case.
- **C. Adjust the SLA.**
- **D. Escalate the case.**
- **E. Change the priority.**

Answer: C,D,E

Explanation:

To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.

Reference:

SAP Help Portal: Case Management and SLA Configuration

SAP Community: Managing Case Reaction Times

NEW QUESTION # 70

Which actions are prerequisites for using registered products? Note: There are 2 correct answers to this question.

- **A. Use existing customer records**
- B. Activate the service in the business role
- **C. Create an installed base**
- D. Create numeric ranges for customers

Answer: A,C

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as

registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

NEW QUESTION # 71

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

□

- A. A customer needs to be assigned to the installed base.
- **B. At least one registered product must be assigned to the installed base.**
- C. An active service contract must be added to the installed base.
- **D. The installed base must be set to active status.**

Answer: B,D

NEW QUESTION # 72

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

□

- A. Routing rules can be applied to warranties.
- B. The system can be set up so that certain service levels are not covered.
- **C. The warranty is assigned to a registered product.**
- D. The warranty is assigned to a contract.

Answer: C

NEW QUESTION # 73

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