## C-C4H56-2411 Authentic Exam Hub - C-C4H56-2411 Reliable Learning Materials



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

Topic	Details
Торіс 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	<ul> <li>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.</li> </ul>
Topic 3	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 4	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 5	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.
Торіс 6	<ul> <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	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.

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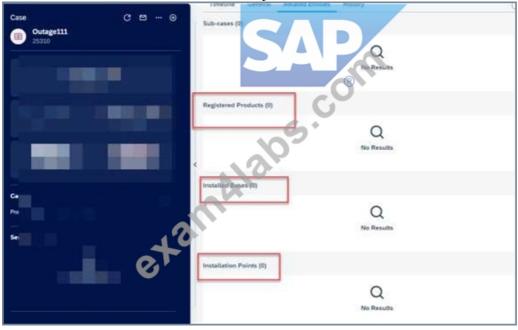
# Quiz High Hit-Rate C-C4H56-2411 - SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Authentic Exam Hub

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q62-Q67):

#### **NEW QUESTION #62**

What information can be maintained in the Related Objects facet of a case? Note: There are 3 correct answers to this question.



- A. Installation points
- B. Products
- · C. Installed bases

- D. Registered products
- E. Registered products and installed bases related to the account only

Answer: A,C,D

#### **NEW QUESTION #63**

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?



- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- C. It is not possible to change an existing Case Type, so deactivate it and create a new one.
- D. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.

Answer: B

#### **NEW QUESTION #64**

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- · A. Add a new field
- B. Change the field label
- C. Create a new URL mashup
- D. Add a new button

Answer: A,D

#### **NEW QUESTION #65**

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. Language adaptation
- C. Adaptation
- D. Page layout

Answer: C,D

#### **NEW QUESTION #66**

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

• D. Service Level Agreements are not configured in fine-tuning.

Answer: C,D

NEW Q	UESTION	#	67
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