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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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.
Topic 3	• 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 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	• 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	• 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 7	• 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 8	• 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 9	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q71-Q76):

NEW QUESTION # 71

Which tool can you use to rename the Accounts facet?

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

Answer: A

Explanation:

To rename the Accounts facet in SAP Service Cloud V2, the Language adaptation tool is used. This tool allows administrators to modify labels and texts, including facet names, to align with business terminology or language requirements. According to SAP documentation, "The Language adaptation tool enables renaming of UI elements, such as facets, to customize the user interface." Page layout (A) controls the arrangement of fields, not renaming. Workflow with action type field update (B) updates field values, not facet names. Adaptation tool (C) is used for field and UI changes but not specifically for renaming facets.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization Tools

NEW QUESTION # 72

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?



- A. The event types are enabled by default and cannot be changed.
- B. In the general configuration of Agent Desktop
- C. In the timeline configuration
- D. In the Customer Hub screen configuration

Answer: C

NEW QUESTION # 73

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Routing rules
- B. Input step in the Case Designer
- C. Autoflow
- D. Assignment step in the Case Designer

Answer: A,D

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules learning.sap.com

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

NEW QUESTION # 74

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. An autoflow
- B. A determination

- C. A workflow
- D. A page layout

Answer: B

Explanation:

https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76fl.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me.

NEW QUESTION # 75

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Service level determination
- B. To control validity of the service catalog
- C. Case responsibility determination
- D. A filter option for the case summary
- E. Business role assignment

Answer: B,C,D

NEW QUESTION # 76

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