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It is a universally accepted fact that the C-C4H56-2411 exam is a tough nut to crack for the majority of candidates, but there are still a lot of people in this field who long to gain the related certification so that a lot of people want to try their best to meet the challenge of the C-C4H56-2411 exam. A growing number of people know that if they have the chance to pass the C-C4H56-2411 Exam, they will change their present situation and get a more decent job in the near future. More and more people have realized that they need to try their best to prepare for the C-C4H56-2411 exam.

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	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 3	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 4	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	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 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q79-Q84):

NEW QUESTION # 79

Which of the following options are correct to display warning messages for escalated cases? Note: Scroll down to view all possible answer options.



- A.
- B.



• C.



• D.

Answer: C

NEW QUESTION # 80

Which field can be used to determine Service Level Agreements?

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

Answer: D

NEW QUESTION # 81

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Screen adaptation
- B. Page layout
- C. Language adaptation

- D. Case extensibility

Answer: C

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 82

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.

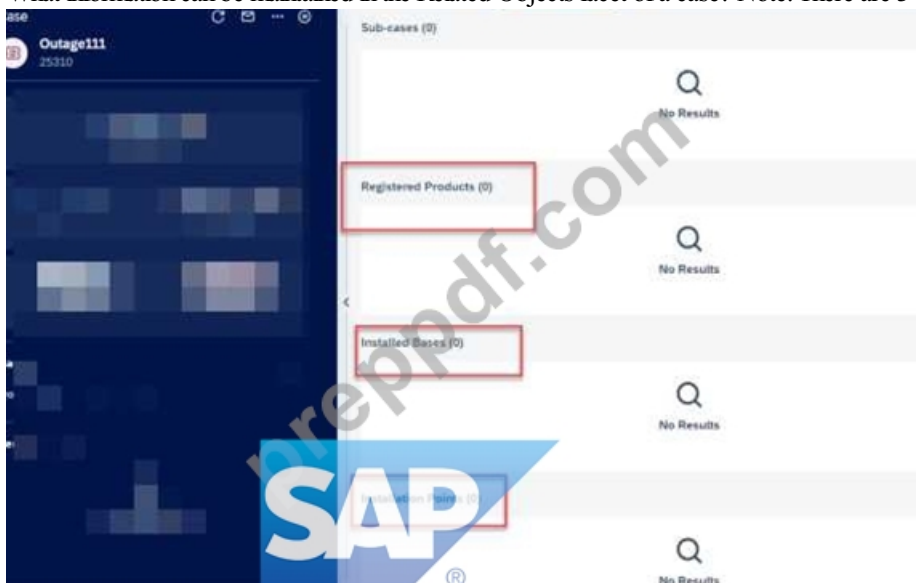
Reference:

SAP Help Portal: Agent Desktop Integration with SAP S/4HANA

SAP Community: Mashup and Action Configuration

NEW QUESTION # 83

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**

- Answer: A,B,D**

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