

# **C-C4H56-2411 Test Lab Questions - C-C4H56-2411 Valid Test Test**



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## **SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q73-Q78):**

### **NEW QUESTION # 73**

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.



- A. Cases by Priority
- B. Cases by Service Team
- C. Cases by SLA
- D. Cases by Source/Channel
- E. Cases by Category

**Answer: A,D,E**

#### NEW QUESTION # 74

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Assign products to existing accounts.
- B. Create a service catalog.
- C. Display confirmed entities.
- D. Create an interaction log.
- E. Create installed bases.

**Answer: C,D,E**

#### NEW QUESTION # 75

What is the only way to change an active case type?

- A. Execute the Create New Version action.
- B. Copy an existing case type.
- C. It is not possible to change an existing case type.
- D. Edit the name of the existing case type.

**Answer: B**

#### NEW QUESTION # 76

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

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

**Answer: B,C**

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:

SAP Help Portal: External System Integration in SAP Service Cloud V2

SAP Community: Integration with SAP BTP

## NEW QUESTION # 77

Which objects can you configure for registered products?

- A. Custom Party Roles
- B. Installed Base Types
- **C. Warranty Type**
- D. Functional Location Source

**Answer: C**

Explanation:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

## NEW QUESTION # 78

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