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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	• 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 4	• 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 5	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

NEW QUESTION # 55

Which field can be used to determine Service Level Agreements?

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

Answer: C

NEW QUESTION # 56

Which tool can you use to rename the Accounts facet?

- A. Language adaptation tool
- B. Page layout
- C. Adaptation tool
- 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 # 57

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

Answer: A,C

NEW QUESTION # 58

Which of the following attributes are mandatory when creating new custom fields? Note: There are 2 correct answers to this question.

- **A. Data type**
- B. Searchable
- **C. Label**
- D. Sortable

Answer: A,C

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users. According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

NEW QUESTION # 59

Which of the following rule options can be implemented to automatically assign a case?

- **A. Autoflow**
- **B. Case routing**
- C. Validation
- D. BRF+

Answer: A,B

Explanation:

Automatic case assignment in SAP Service Cloud V2 can be achieved using Case routing rules, which allow administrators to define conditions (e.g., case type, priority) to route cases to specific employees or teams. Autoflow is another option, as it supports automation of case assignments by triggering actions based on predefined conditions. According to SAP documentation, "Case routing rules and autoflows enable automatic assignment of cases to employees or teams based on business logic." Validation (A) is used to check data integrity, not for assignment. BRF+ (D) is a business rule framework used in other SAP systems but not directly in Service Cloud V2 for case assignment.

Reference:

SAP Help Portal: Case Routing and Autoflow Configuration

SAP Community: Automation in SAP Service Cloud V2

NEW QUESTION # 60

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One of the most effective strategies to prepare for the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) exam successfully is to prepare with actual SAP C-C4H56-2411 exam questions. It would be difficult for the candidates to pass the C-C4H56-2411 exam on the first try if the C-C4H56-2411 study materials they use are not updated. Studying with invalid C-C4H56-2411 practice material results in a waste of time and money. Therefore, updated SAP C-C4H56-2411 practice questions are essential for the preparation of the C-C4H56-2411 exam.

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