

# C-C4H56-2411 Valid Test Tips, C-C4H56-2411 Exam Vce Format



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

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul>                                                                                                                                                                                                                                                                                   |
| Topic 2 | <ul style="list-style-type: none"><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 | <ul style="list-style-type: none"><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 4 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                                             |
| Topic 5 | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Topic 6 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                         |

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q53-Q58):

### NEW QUESTION # 53

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



| Business Service ID               | Name          | Read Access  | Write Access | Restriction Rule | Action |
|-----------------------------------|---------------|--------------|--------------|------------------|--------|
| /sap.crm.service.agentDeskService | Agent Desktop | Unrestricted | Unrestricted | Unassigned       |        |

- A. Live activity configuration
- B. Templates
- C. Agent Desktop
- D. Initial user

Answer: B,C

### NEW QUESTION # 54

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. A workflow
- B. An autoflow
- C. A field attribute
- D. A determination

Answer: D

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to

SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

### NEW QUESTION # 55

Which of the following business services will all service agents need to have assigned?

- A. Case Type
- B. BuiltInSupportService
- C. Case
- D. Activity Manager

**Answer: C**

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

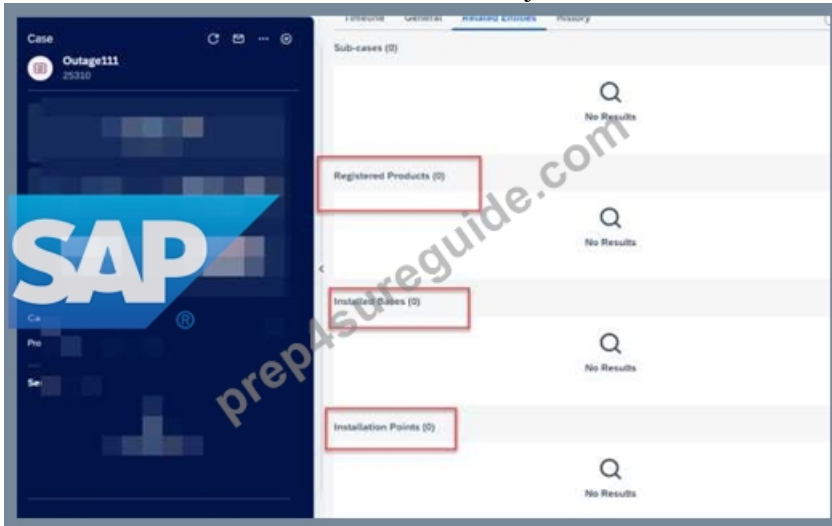
Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

### NEW QUESTION # 56

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



- A. Installed bases
- B. Registered products and installed bases related to the account only
- C. Installation points
- D. Products
- E. Registered products

**Answer: A,C,E**

### NEW QUESTION # 57

Which of the following features can be used to tailor the user interface for the business? Note: There are 2 correct answers to this

question.

- A. Language adaptation
- B. Business role
- C. Homepage branding
- D. Content security policy

**Answer: A,C**

Explanation:

To tailor the user interface in SAP Service Cloud V2, Homepage branding allows administrators to customize the look and feel of the homepage, including logos and color schemes, to align with corporate branding. Language adaptation enables the modification of field labels and texts to support different languages or business-specific terminology. According to SAP documentation, "Homepage branding and language adaptation are key features for customizing the user interface to meet business needs." Business role (B) controls access and permissions, not UI customization. Content security policy (C) is a security feature, not related to UI tailoring.

Reference:

## SAP Help Portal: User Interface Customization in SAP Service Cloud V2

## SAP Learning: UI Adaptation and Branding

### NEW QUESTION # 58

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