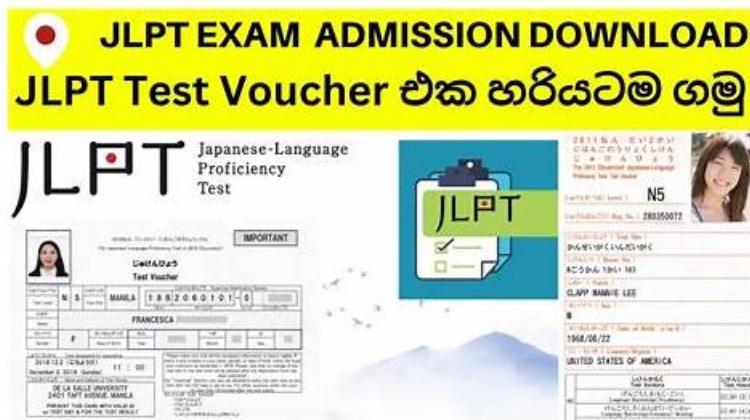


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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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 5	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> 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 (Q47-Q52):

NEW QUESTION # 47

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Administration
- B. Business**
- C. Technical**
- D. Development

Answer: B,C

NEW QUESTION # 48

Which field can be used to determine Service Level Agreements?

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

Answer: C

NEW QUESTION # 49

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

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

Answer: A

NEW QUESTION # 50

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- **B. Registered product**
- C. Customer
- **D. Warranty**

Answer: B,D

NEW QUESTION # 51

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- **A. Maintain the list of values and activate the Multi Value flag.**
- B. Activate the Multi Value flag in the adaptation mode.
- C. Create an extension field with data type Object and data format Code.
- **D. Create an extension field with data type String and data format Code.**

Answer: A,D

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 52

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