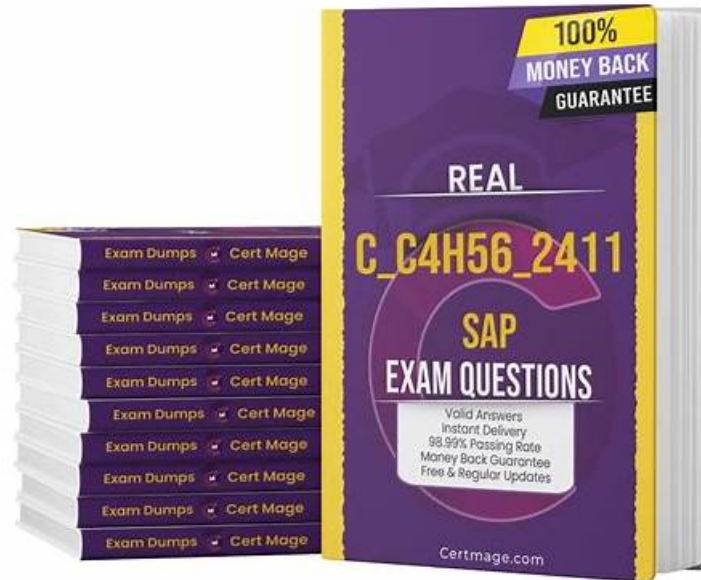


# Valid C-C4H56-2411 Cram Materials - Reliable C-C4H56-2411 Exam Voucher



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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Cases:</b> 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>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Master Data:</b> 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.   <b>User Management:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Communication Channels:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Integration:</b> 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>

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## Reliable C-C4H56-2411 Exam Voucher - Reliable C-C4H56-2411 Exam Pattern

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q24-Q29):

### NEW QUESTION # 24

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Service contracts
- **B. Registered products**
- **C. Contacts**
- D. Products

**Answer: B,C**

### NEW QUESTION # 25

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add a mashup service in Agent Desktop.
- **B. Integrate with a third-party Computer Telephony Integrator (CTI) provider.**
- C. Obtain API token credentials from the CTI provider.
- **D. Add the phone channel to the live interaction widget.**

**Answer: B,D**

### NEW QUESTION # 26

You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

- A. Notifications

- B. Case routing
- C. Service categories
- D. SLA

**Answer: B**

#### NEW QUESTION # 27

What steps are required to convert incoming emails into cases? Note: There are 2 correct answers to this question.

- A. Create an email channel for the object type Cases and enter the default case type to be used.
- B. Define the default email template for incoming enquiries.
- C. Enable the email channel within the CTI configuration.
- D. Create and activate a case type.

**Answer: A,D**

Explanation:

To convert incoming emails into cases in SAP Service Cloud V2, administrators must create an email channel for the object type Cases and enter the default case type to be used, which defines how emails are mapped to cases. Additionally, creating and activating a case type is required to ensure the system recognizes the case structure for email conversions. According to SAP documentation, "Setting up an email channel for Cases and activating a case type are mandatory steps for email-to-case functionality." Enabling the email channel within CTI configuration (A) is incorrect, as email channels are separate from CTI. Defining the default email template (C) is optional for outbound responses, not inbound conversions.

Reference:

SAP Help Portal: Email-to-Case Configuration in SAP Service Cloud V2

SAP Community: Email Channel Setup

#### NEW QUESTION # 28

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Language adaptation
- B. Autoflow
- C. Adaptation
- D. Page layout

**Answer: C,D**

#### NEW QUESTION # 29

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