

Prominent Features of {SAP} SAP C_C4H56_2411 Exam Questions



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
Topic 2	<ul style="list-style-type: none"> 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 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • 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.
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"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which object is mandatory to configure a case routing rule to a team?

- A. Case Designer Step Assignment
- **B. Case Type**
- C. Employee
- D. Party Role

Answer: B

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions. Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

Reference:

SAP Learning: Configuring Case Routing Rules learning.sap.com

SAP Help Portal: Case Routing Configuration

NEW QUESTION # 19

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. The installed base must be set to active status.
- B. At least one registered product must be assigned to the installed base.
- **C. A customer needs to be assigned to the installed base.**

- D. An active service contract must be added to the installed base.

Answer: C,D

NEW QUESTION # 20

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

Answer: B,D

NEW QUESTION # 21

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Log in with an initial user
- B. Assign employees to organizational units
- C. Create business roles
- D. Create an organizational structure

Answer: C,D

NEW QUESTION # 22

Which actions could you take to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Escalate the case.
- B. Change the priority.
- C. Adjust the SLA.
- D. Assign a different team to the case.
- E. Assign a territory to the case.

Answer: A,B,D

NEW QUESTION # 23

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