

C_C4H56_2411 Authorized Test Dumps, Study C_C4H56_2411 Material



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q46-Q51):

NEW QUESTION # 46

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

Product *

Enter Product

Serial ID *

Enter a Serial ID

Customer

☒ Account ☐ Individual Customer

Account *

Enter Account

Contact

Enter Contact

SAP

- A. Installed base
- B. Contract
- C. Customer
- D. Product

Answer: C,D

NEW QUESTION # 47

What are the effects of using the depersonalization settings on employee data?

- A. Personal data gets archived.
- B. Employee data is stored securely.
- C. Employee data gets hidden.
- D. Personal data gets replaced with XXXX.

Answer: D

NEW QUESTION # 48

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create a case of case type Incident.
- B. Send an email to SAP Cloud Support.
- C. Create a Support Case in SAP for Me.
- D. Create an incident in the Built-In Support.

Answer: A,D

NEW QUESTION # 49

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.



- A. Cases by Category
- B. Cases by SLA
- C. Cases by Priority
- D. Cases by Service Team
- E. Cases by Source/Channel

Answer: A,C,E

NEW QUESTION # 50

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. Development
- D. Technical

Answer: B,D

NEW QUESTION # 51

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