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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 3	• 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.
Topic 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q55-Q60):

NEW QUESTION # 55
What steps are required to convert incoming emails into cases? Note: There are 2 correct answers to this question.

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

Answer: C,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 # 56

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. Business role
- B. Employee role
- C. Security policy
- D. User profile

Answer: A,C

Explanation:
When creating a user in SAP Service Cloud V2, you can assign a Business role to define the user's access rights and permissions for specific objects and views. Additionally, a Security policy can be assigned to enforce password requirements and other security settings. According to SAP documentation, "During user creation, administrators assign business roles and security policies to ensure proper access and compliance." Employee role (B) is not a standard object for user assignment in Service Cloud V2. User profile (C) is a configuration setting, not an assignable object.
Reference:
SAP Help Portal: User Management in SAP Service Cloud V2
SAP Learning: Business Role and Security Policy Configuration

NEW QUESTION # 57
Which elements can you use to control the reaction time? Note: There are 2 correct answers to this question.

- A. Working calendar
- B. Autoflow
- C. Case Designer with the step option assignment
- D. Operating hours

Answer: A,D

Explanation:
In SAP Service Cloud V2, reaction times for cases are influenced by Working calendar, which defines non-working days and holidays, and Operating hours, which specify the hours during which service agents are available. These elements ensure that reaction times are calculated based on actual working periods. According to SAP documentation, "Working calendar and operating hours are used to control reaction times by defining the availability for case handling." Case Designer with step option assignment (A) is for routing, not reaction time control. Autoflow (D) automates actions but does not directly manage reaction times.
Reference:
SAP Help Portal: SLA and Reaction Time Configuration
SAP Community: Managing Case Timelines

NEW QUESTION # 58
What are some SAP-recommended guiding principles to achieve clean core operations? Note: There are 3 correct answers to this question.

- A. Establish release management.
- B. Define roles and responsibilities as part of a process transformation office.
- C. Establish regular housekeeping tasks and procedures.
- D. Establish an organizational structure, technical foundation, and transformation methodology for clean core.
- E. Integrate clean core practices in the end-to-end value process chain.

Answer: A,D,E

Explanation:
SAP's clean core strategy focuses on minimizing customizations and ensuring system extensibility. The recommended guiding principles include integrating clean core practices in the end-to-end value process chain to align processes with standard functionality, establishing an organizational structure, technical foundation, and transformation methodology to support clean core, and establishing release management to manage updates without disrupting the core. According to SAP documentation, "Clean core operations involve integrating practices across processes, establishing a robust organizational and technical foundation, and implementing release management." Defining roles in a process transformation office (B) is not a standard clean core principle. Regular housekeeping tasks (E) are operational but not core to the clean core strategy.

Reference:
SAP Help Portal: Clean Core Strategy for SAP Cloud Solutions
SAP Community: Clean Core Principles

NEW QUESTION # 59
Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.

- A.

- B.

- C.

- D.
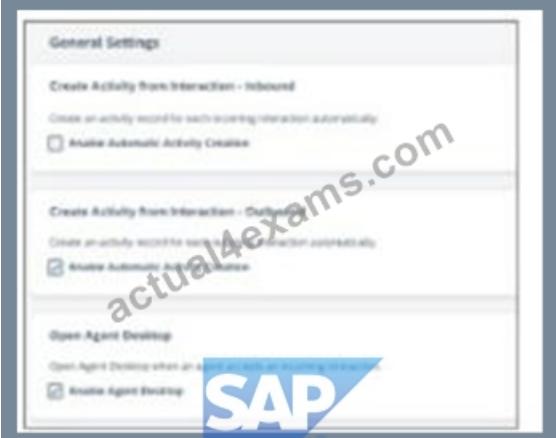
Answer: A,D

NEW QUESTION # 60

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