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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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 4	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 5	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 6	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 7	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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q44-Q49):

NEW QUESTION # 44

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

- A. Registered products
- B. Maintenance plans
- C. Contacts
- D. Service contracts

Answer: A,C

Explanation:

In SAP Service Cloud Version 2, integration with SAP S/4HANA supports the replication of specific objects to ensure seamless service processes. Contacts are replicated to synchronize customer contact information, enabling consistent communication across systems. Registered products are also replicated to manage customer assets and link them to service cases. According to SAP documentation, "Standard integration between SAP Service Cloud V2 and SAP S/4HANA includes replication of master data such as Contacts and Registered Products." Maintenance plans (A) and Service contracts (D) are managed in SAP S/4HANA but are not part of the standard out-of-the-box replication for SAP Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Replication for Service Cloud

NEW QUESTION # 45

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

- A. Case Designer Step Assignment

- B. Employee
- C. Party Role
- D. Case Type

Answer: D

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 # 46

Which of the following elements do you need to be able to use Microsoft Teams in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Outbound calls
- B. Cases
- C. Microsoft Office 365 license
- D. Email integration

Answer: A,C

NEW QUESTION # 47

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Assign the team responsible for handling cases.
- B. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- C. Maintain and activate at least one e-mail channel.
- D. Create a case routing rule.

Answer: C,D

NEW QUESTION # 48

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. Page layout
- C. Adaptation
- D. Autoflow

Answer: B,C

NEW QUESTION # 49

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