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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

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

|         |                                                                                                                                                                                                                                                                                                                                                                |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 5 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                            |
| Topic 6 | <ul style="list-style-type: none"> <li>• 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.</li> </ul> |

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q36-Q41):

### NEW QUESTION # 36

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

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

**Answer: B,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 # 37

Which objects can you configure for registered products?

- A. Functional Location Source
- B. Warranty Type
- C. Custom Party Roles
- D. Installed Base Types

**Answer: B**

Explanation:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in

SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

### NEW QUESTION # 38

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

The screenshot shows the SAP user creation interface. At the top, there are two tabs: 'Details' and 'Assigned Business Roles'. The 'Assigned Business Roles' tab is highlighted with a red box. Below the tabs, there are two main sections: 'Employee Data' and 'User Details'. The 'Employee Data' section includes fields for Name, Employee ID, Company, Email, Phone Number, and Location. The 'User Details' section includes fields for User ID, Global User ID, Created On, Valid Until, Password Locked, and Security Policy. The 'Security Policy' field is highlighted with a red box and shows the value 'Z\_DEMO\_USER'. A large 'SAP' logo is visible in the background.

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

Answer: B,C

### NEW QUESTION # 39

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Language adaptation
- B. Case extensibility
- C. Screen adaptation
- D. Page layout

Answer: A

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

### NEW QUESTION # 40

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



- A. Initial user
- B. Agent Desktop
- C. Templates
- D. Live activity configuration

Answer: B,C

### NEW QUESTION # 41

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## Questions

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