

# C\_C4H56\_2411 Valid Test Topics | Practice

## C\_C4H56\_2411 Test Online



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This offline version of the practice test creates a real SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 exam environment. You can practice the SAP C\_C4H56\_2411 Questions with the help of desktop practice exam software. The practice exam software is compatible with Windows-based computers only and does not need internet connectivity.

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Basic Setup</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Master Data:</b> 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.  <b>User Management:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Service Elements:</b> 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 4	<ul style="list-style-type: none"><li>• <b>Scenario Based Questions:</b> 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 5	<ul style="list-style-type: none"><li>• <b>Communication Channels:</b> 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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• <b>Cases:</b> 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 7	<ul style="list-style-type: none"><li>• <b>Managing Clean Core:</b> 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>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q21-Q26):

### NEW QUESTION # 21

You want to assign employees to multiple organizational units. Which action needs to be performed to achieve this?

- A. Acquire an additional license for the required add-on.
- B. Assign the employee at company level.
- **C. Assign employees directly to different organizational objects.**
- D. Enable the Primary flag in the organization unit.

**Answer: C**

### NEW QUESTION # 22

You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

- A. Escalation
- B. Process for cases
- **C. Routing**
- D. Prioritization settings

**Answer: C**

### NEW QUESTION # 23

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.

Channel Name \*

Call List Email Channel

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Channel Email \*

my1234567.calllist@365.cx.demo.sap

Display Name

Call List Email Channel

Status

INACTIVE

Case Type

Search Case Type

Standard Case Type

ZTIC

Tenant Email for Automatic Forwarding

inbound\_my1000231@mail.de.crm.cloud.sap

BCC for Outbound Emails

BCC for Outbound Emails

Object \*

Case

Default Party

Search Default Party

Case Type Determination From Business Rules

Case Type Determination From Custom Code Extensions

Party Determination From Custom Code Extensions

- A. Mashup service
- B. Channel type
- C. Case type
- D. Default account
- E. Channel e-mail ID

Answer: B,C,D

### NEW QUESTION # 24

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Tasks
- B. Phone calls
- C. Cases
- D. Registered products

Answer: A,C

Explanation:

In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases. According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.

Reference:

SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2

SAP Community: Service Catalog Usage

### NEW QUESTION # 25

What features are available in the SAP CX AI Toolkit?

- A. Analyze financial reliability
- B. Predict product availability

- C. Create knowledge articles
- **D. Draft emails**

**Answer: D**

Explanation:

The SAP CX AI Toolkit in SAP Service Cloud Version 2 includes features to enhance customer experience processes. Draft emails is a key feature, allowing AI to generate email responses based on case context, improving agent efficiency. According to SAP documentation, "The SAP CX AI Toolkit provides capabilities such as drafting emails to streamline service interactions." Predict product availability (A) is relevant to supply chain solutions, not the CX AI Toolkit. Create knowledge articles (C) is a manual process, not AI-driven. Analyze financial reliability (D) is not a feature of the CX AI Toolkit.

Reference:

SAP Help Portal: SAP CX AI Toolkit in SAP Service Cloud V2

SAP Community: AI Features in SAP CX

## NEW QUESTION # 26

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Taking C\_C4H56\_2411 practice exams is also important because it helps you overcome your mistakes before the final attempt. When we talk about the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C\_C4H56\_2411) certification exam, the SAP C\_C4H56\_2411 practice test holds more scoring power because it is all about how you can improve your C\_C4H56\_2411 Exam Preparation. Pass4training offers desktop practice exam software and web-based C\_C4H56\_2411 practice tests. These C\_C4H56\_2411 practice exams help you know and remove mistakes.

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