

C-C4H56-2411 Latest Test Dumps - 100% Pass Quiz First-grade SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Actual Exams



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SAP C-C4H56-2411 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">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 2 | <ul style="list-style-type: none">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. |

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| Topic 3 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 5 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 8 | <ul style="list-style-type: none"> 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. |

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q17-Q22):

NEW QUESTION # 17

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Add a new field
- B. Create a new URL mashup
- C. Change the field label
- D. Add a new button

Answer: C,D

NEW QUESTION # 18

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

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 # 19

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- B. Use the web page URL of the external solution for extracting input parameters in the mashup.
- C. Create a mashup to embed the web page of the external solution.
- D. Define a custom screen for the mashup.
- E. Develop a custom business object.

Answer: A,B,C

NEW QUESTION # 20

What are the prerequisites for integrating external systems into the Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Business AI
- B. SAP Event Mesh
- C. SAP Cloud Integration
- D. SAP Build Apps

Answer: B,C

Explanation:

To integrate external systems into the Agent Desktop in SAP Service Cloud V2, SAP Cloud Integration (part of SAP BTP) is required to facilitate data exchange and API connectivity between systems. Additionally, SAP Event Mesh is used for event-driven integrations, enabling real-time updates from external systems. According to SAP documentation, "SAP Cloud Integration and SAP Event Mesh are prerequisites for integrating external systems into the Agent Desktop to ensure seamless connectivity." SAP Build Apps (A) is for app development, not system integration. SAP Business AI (D) enhances functionality but is not a prerequisite for integration.

Reference:

SAP Help Portal: External System Integration in SAP Service Cloud V2

SAP Community: Integration with SAP BTP

NEW QUESTION # 21

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. Microsoft Office 365 license
- C. Cases
- D. Email integration

Answer: A,B

NEW QUESTION # 22

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