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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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	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 5	• 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.
Topic 6	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q28-Q33):

NEW QUESTION # 28

Which tool can you use to automatically replicate data from S/4HANA to SAP Service Cloud Version 2?

- A. SAP WorkZone
- B. SAP Build
- **C. SAP BTP**
- D. Data Workbench

Answer: C

Explanation:

SAP BTP (Business Technology Platform) is the tool used to automatically replicate data from SAP S/4HANA to SAP Service Cloud V2. SAP BTP provides integration services, such as SAP Integration Suite, to enable seamless data replication and synchronization between the two systems. According to SAP documentation, "SAP BTP facilitates automatic data replication between SAP S/4HANA and SAP Service Cloud V2 using standard integration flows." Data Workbench (A) is used for manual data imports/exports. SAP Build (B) is for app development, not data replication. SAP WorkZone (C) is a collaboration tool, not for data integration.

Reference:

SAP Help Portal: Integration with SAP S/4HANA via SAP BTP

SAP Community: Data Replication in SAP Service Cloud

NEW QUESTION # 29

What steps are required to determine the GOLD service level? Note: There are 2 correct answers to this question.

- **A. Create and activate a new service level called 'GOLD' in the Case Designer.**
- B. Create and activate a new service level called 'GOLD' for escalated cases.
- C. Create and activate a service level determination rule where the condition is: WHEN Escalation Status == 'ESCALATED' THEN Service Level is GOLD
- **D. Create and activate a service level determination rule where the condition is: WHEN Priority == 'Immediate' THEN Service Level is GOLD**

Answer: A,D

Explanation:

To determine the GOLD service level in SAP Service Cloud V2, administrators must create and activate a new service level called 'GOLD' in the Case Designer to define the SLA parameters. Additionally, a service level determination rule must be created and activated with the condition WHEN Priority == 'Immediate' THEN Service Level is GOLD to assign the GOLD service level based on case priority. According to SAP documentation, "Creating and activating a service level in the Case Designer and defining determination rules with conditions like Priority are required to apply the GOLD service level." Creating a service level for escalated cases (C) is too specific and not a standard step. A rule based on Escalation Status (D) is possible but not the primary condition described for GOLD service level determination.

Reference:

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

SAP Community: SLA Determination Rules

NEW QUESTION # 30

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send event notifications
- B. Send emails
- C. Send object update
- D. Send event email template
- E. Send info notifications

Answer: A,B,E

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

NEW QUESTION # 31

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Add or remove statuses in the existing status schema.
- B. Change the existing status schema.
- C. The status schema cannot be adapted.
- D. Use code list restrictions.

Answer: A,B

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

NEW QUESTION # 32

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

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

Answer: A,B

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 # 33

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