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SAP C_C4H56_2411

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

Questions & Answers PDF

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none"> 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 5	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which of the following are required to grant access to business users? Note: There are 2 correct answers to this question.

- A. Access restriction
- **B. Employee**
- C. Assignment to an organizational unit
- **D. User ID**

Answer: B,D

Explanation:

To grant access to business users in SAP Service Cloud V2, a User ID is required to create a user account with login credentials. Additionally, associating the user with an Employee record is necessary to link the user to organizational roles and permissions. According to SAP documentation, "Creating a User ID and linking it to an Employee record are essential steps to grant access to business users." Access restriction (C) is configured via business roles, not a direct requirement. Assignment to an organizational unit (D) is optional and depends on the organizational structure.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business User Setup

NEW QUESTION # 61

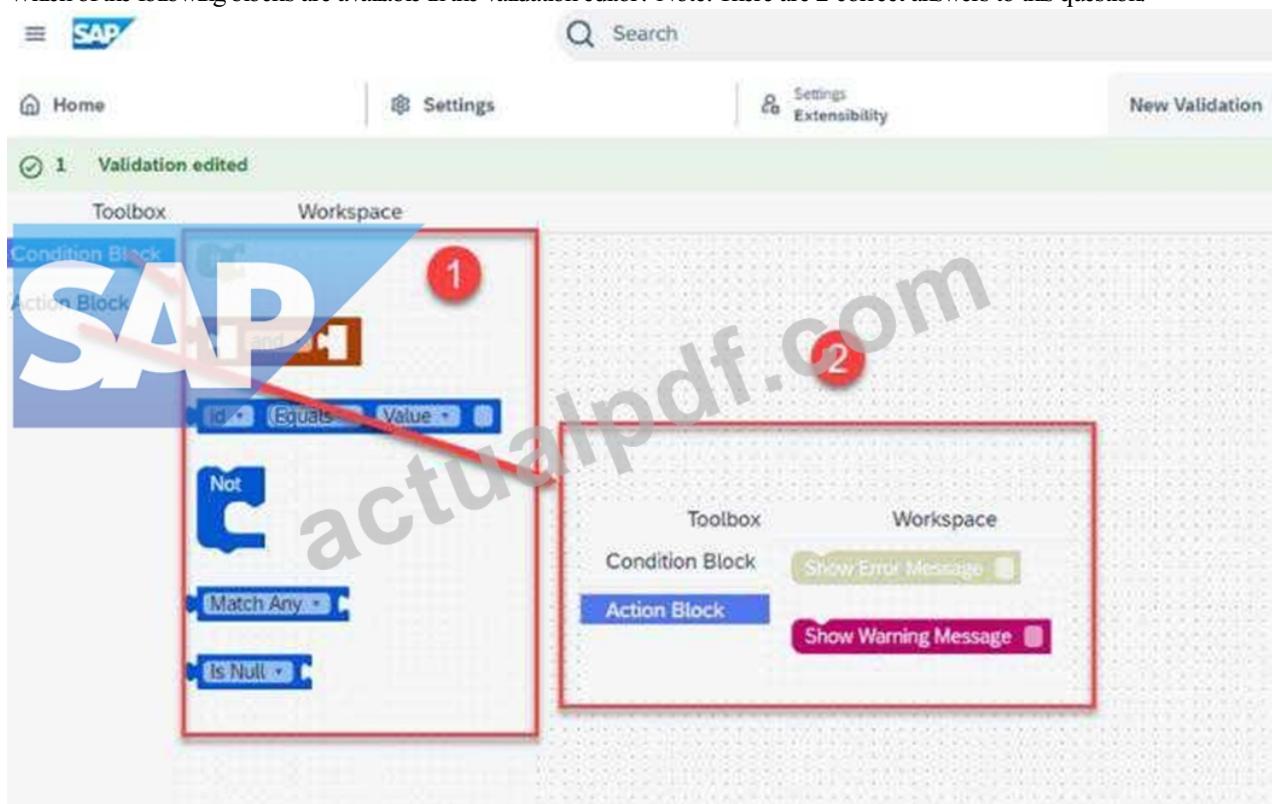
Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

- **A. Warranty**
- B. Maintenance plan
- C. Customer
- **D. Registered product**

Answer: A,D

NEW QUESTION # 62

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.



- A. Workflow
- B. Message
- C. Condition
- D. Action

Answer: C,D

NEW QUESTION # 63

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

Answer: A,D

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 # 64

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

- A. Machine learning
- B. SAP Cloud Integration
- C. SAP Build Apps
- D. SAP Event Mesh

Answer: B,D

NEW QUESTION # 65

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