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Pass Guaranteed SAP C_C4H56_2411 - SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Updated Exam Cram Review

TestsDumps also has a SAP Practice Test engine that can be used to simulate the genuine SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C_C4H56_2411) exam. This online practice test engine allows you to answer questions in a simulated environment, giving you a better understanding of the exam's structure and format. With the help of this tool, you may better prepare for the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C_C4H56_2411) test.

SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• 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 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.
Topic 7	• 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 8	• 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 9	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q74-Q79):

NEW QUESTION # 74
Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.

- A. Warranty
- B. Maintenance plan
- C. Product
- D. Registered product

Answer: C,D

NEW QUESTION # 75
You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not configured in fine-tuning.
- B. The determination rules have been configured, but not activated.
- C. A workflow rule was not scheduled to trigger the determination.
- D. Service Level Agreements are not activated as a service.

Answer: A,B

NEW QUESTION # 76
What are some SAP-recommended guiding principles to achieve clean core operations? Note: There are 3 correct answers to this question.

- A. Establish regular housekeeping tasks and procedures.
- B. Establish release management.
- C. Integrate clean core practices in the end-to-end value process chain.
- D. Define roles and responsibilities as part of a process transformation office.
- E. Establish an organizational structure, technical foundation, and transformation methodology for clean core.

Answer: B,C,E

Explanation:
SAP's clean core strategy focuses on minimizing customizations and ensuring system extensibility. The recommended guiding principles include integrating clean core practices in the end-to-end value process chain to align processes with standard functionality, establishing an organizational structure, technical foundation, and transformation methodology to support clean core, and establishing release management to manage updates without disrupting the core. According to SAP documentation, "Clean core operations involve integrating practices across processes, establishing a robust organizational and technical foundation, and implementing release management." Defining roles in a process transformation office (B) is not a standard clean core principle. Regular housekeeping tasks (E) are operational but not core to the clean core strategy.
Reference:
SAP Help Portal: Clean Core Strategy for SAP Cloud Solutions
SAP Community: Clean Core Principles

NEW QUESTION # 77
Which configuration steps are mandatory to link customer emails with cases? Note: There are 2 correct answers to this question.

- A. Maintain and activate at least one email channel.
- B. Create a case routing rule.
- C. Assign the team responsible for handling cases.
- D. Set up a rule to route the email to the tenant's technical email address.

Answer: A,D

NEW QUESTION # 78

Which of the following actions do you need to perform to receive inbound calls in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Purchase an additional CTI license.
- B. Activate the native CTI.
- C. Use a CTI widget to connect the CTI solution.
- D. Deactivate Live Activity Center.

Answer: B,C

Explanation:
To receive inbound calls in SAP Service Cloud V2, administrators must activate the native CTI (Computer Telephony Integration) to enable telephony capabilities. Additionally, a CTI widget must be used to connect the CTI solution to the Agent Desktop, allowing agents to handle calls. According to SAP documentation, "Activating native CTI and configuring the CTI widget are required to enable inbound call handling." Deactivating Live Activity Center (A) is not relevant to inbound calls. Purchasing an additional CTI license (D) may depend on the provider but is not a mandatory configuration step.
Reference:
SAP Help Portal: CTI Configuration in SAP Service Cloud V2
SAP Community: Inbound Call Setup

NEW QUESTION # 79

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