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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">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">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 4	<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.

Topic 5	<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 6	<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 7	<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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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q39-Q44):

NEW QUESTION # 39

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. Language adaptation
- C. Adaptation
- D. Page layout

Answer: C,D

NEW QUESTION # 40

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

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

Answer: C

NEW QUESTION # 41

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

- A. SAP Build

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

Answer: D

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 # 42

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.



- **A. Working calendar**
- B. Service contract
- **C. Operating hours**
- D. Maintenance plan

Answer: A,C

NEW QUESTION # 43

Where are employee working hours maintained?

- A. Business user data
- **B. Employee data**
- C. Business role
- D. Holiday calendar

Answer: B

Explanation:

Employee working hours in SAP Service Cloud V2 are maintained in the Employee data. This includes details such as working hours, time zones, and availability, which are used for scheduling and case routing. According to SAP documentation, "Under the Operating Hours, you can define the working hours of the service agent" within the employee data settings.

Holiday calendar (A) defines non-working days, not individual hours. Business role (B) manages access rights, not working hours. Business user data (D) includes user credentials but not working hour details.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Employee Data Configuration

NEW QUESTION # 44

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