#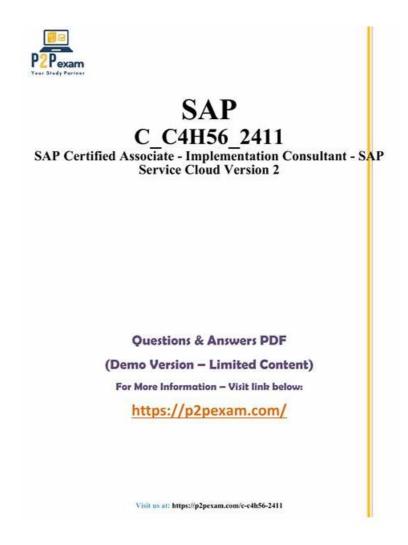 Latest SAP - C_C4H56_2411 - SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Test Questions Answers

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q69-Q74):

NEW QUESTION # 69
Which objects can you use to route a case to an employee?

- A. Mashup
- B. Autoflow
- C. Input fields in the Case Designer
- D. Source

Answer: D

Explanation:
In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.
Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees. Input fields in the Case Designer (C) collect data but are not used for routing.
Reference:
SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 70
Which features can you activate with Microsoft Teams integration?

- A. Users can collaborate in shared workspaces
- B. Start a phone call with CTI
- C. Create and share knowledge articles

- D. Send an email and link it to the case

Answer: A

Explanation:
Microsoft Teams integration in SAP Service Cloud V2 enables users to collaborate in shared workspaces, allowing agents to share case details, discuss issues, and coordinate within Teams channels. According to SAP documentation, "Microsoft Teams integration supports collaboration in shared workspaces to enhance team communication." Starting a phone call with CTI (A) is a separate CTI feature, not Teams-specific. Creating and sharing knowledge articles (B) is part of knowledge base functionality, not Teams. Sending an email and linking it to a case (C) is a standard Service Cloud feature, not tied to Teams.
Reference:
SAP Help Portal: Microsoft Teams Integration in SAP Service Cloud V2
SAP Learning: Collaboration with Microsoft Teams

NEW QUESTION # 71
Which of the following can you use to explore released APIs?

- A. SAP Integration Suite
- B. SAP Application Interface Framework
- C. SAP Business Accelerator Hub

Answer: C

Explanation:
The SAP Business Accelerator Hub is the primary tool for exploring released APIs for SAP solutions, including SAP Service Cloud V2. It provides a centralized repository to discover, test, and consume APIs. According to SAP documentation, "The SAP Business Accelerator Hub allows developers to explore and access released APIs for SAP cloud solutions." SAP Integration Suite (B) is used for integration but not for exploring APIs. SAP Application Interface Framework (C) is specific to SAP S/4HANA for interface management, not API exploration.
Reference:
SAP Help Portal: SAP Business Accelerator Hub
SAP Community: API Discovery in SAP Cloud Solutions

NEW QUESTION # 72
Which element can be used to restrict access to views?

Business Services (120)				
Business Service ID	Name	Read Access	Write Access	Restriction Rule
sap.crm.md.service.accountService	Account	Unrestricted	No Access	Unassigned
sap.crm.md.service.accountHierarchyService	Account Hierarchy	Unrestricted	No Access	Unassigned
sap.crm.service.activityManagementService	Activity Manager	Restricted	Unrestricted	Unassigned

- A. Field extensions
- B. Service levels
- C. Code list restrictions
- D. Business roles

Answer: D

NEW QUESTION # 73
To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Accounts
- B. Service levels
- C. Registered products
- D. Response templates

Answer: A,C

NEW QUESTION # 74

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