

2026 C-C4H56-2411 Exam Labs | Latest SAP C-C4H56-2411 Valid Test Braindumps: SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2



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SAP C-C4H56-2411 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <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. |
| Topic 2 | <ul style="list-style-type: none">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 | <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 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">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 6 | <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. |

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q29-Q34):

NEW QUESTION # 29

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Define a custom screen for the mashup.
- E. Create a mashup to embed the web page of the external solution.

Answer: B,C,E

NEW QUESTION # 30

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. Registered products
- B. Maintenance plans
- C. Contacts

- D. Service contracts

Answer: A,C

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 # 31

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

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

Answer: A,C

NEW QUESTION # 32

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Define a custom screen for the mashup.
- E. Create a mashup to embed the web page of the external solution.

Answer: B,C,E

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

NEW QUESTION # 33

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Make sure that each organizational unit can have only one function at a time.
- B. Assign an employee to several organizational units.
- C. Make sure an organizational node can only be set up with a replication process from the back end.
- D. Use the Reporting Line function for selection.

Answer: D

NEW QUESTION # 34

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