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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	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 3	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	• 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 5	• 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 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	• 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 (Q73-Q78):

NEW QUESTION # 73

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

Answer: A,D

NEW QUESTION # 74

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Email Drafter
- B. Similar Case Recommendation
- C. Validation Rules
- D. Product Proposal

Answer: A,B

Explanation:

SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.

Reference:

SAP Help Portal: AI Features in SAP Service Cloud V2

SAP Community: AI Capabilities in Service Cloud

NEW QUESTION # 75

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

Answer: B,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.

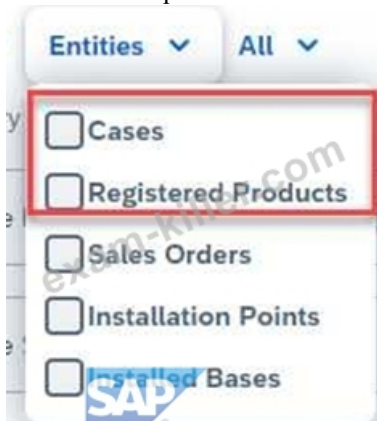
Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Replication for Service Cloud

NEW QUESTION # 76

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.



- A. Maintenance plan
- B. Registered products
- C. Service orders
- D. Cases

Answer: B,D

NEW QUESTION # 77

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

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

Answer: C,D

NEW QUESTION # 78

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