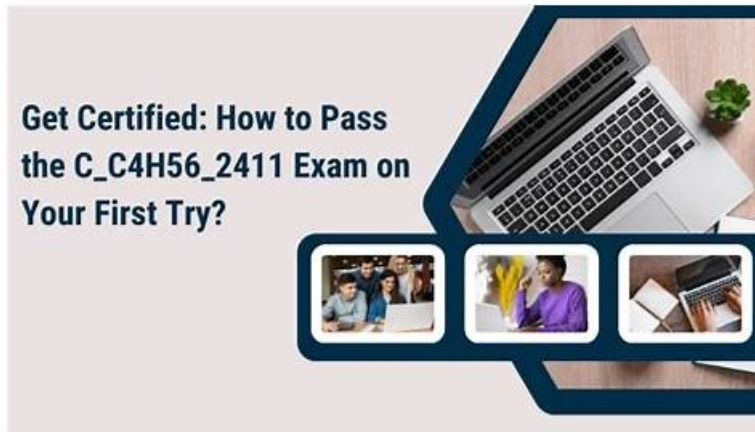


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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<ul style="list-style-type: none"> 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	<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.

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

NEW QUESTION # 74

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

Answer: C,D

NEW QUESTION # 75

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Use code list restrictions.
- B. The status schema cannot be adapted.
- C. Add or remove statuses in the existing status schema.
- D. Change the existing status schema.

Answer: C,D

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

NEW QUESTION # 76

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Maintain the list of values and activate the Multi Value flag.
- B. Activate the Multi Value flag in the adaptation mode.
- C. Create an extension field with data type String and data format Code.
- D. Create an extension field with data type Object and data format Code.

Answer: A,C

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code

list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 77

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Log in with initial user
- B. Create organizational structure
- C. Create business role
- D. Assign employee to organizational units

Answer: A,C

NEW QUESTION # 78

Which attribute can you assign to a warranty?

- A. Registered products
- B. Dates
- C. Non-covered categories
- D. Duration

Answer: D

NEW QUESTION # 79

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