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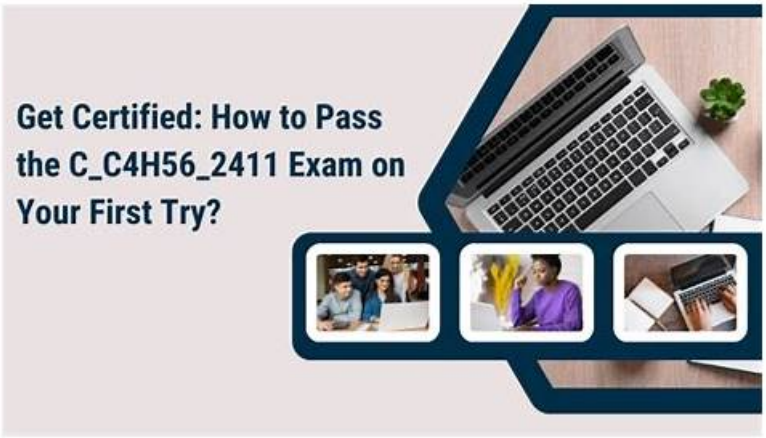

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q31-Q36):

NEW QUESTION # 31
Where are employee working hours maintained?

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

Answer: D

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 # 32
Which elements can be used to determine the reaction time in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Priority
- B. Sales contract
- C. Case types
- D. Maintenance plan

Answer: A,C

NEW QUESTION # 33
Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

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

Answer: A,D

NEW QUESTION # 34
You have integrated Microsoft Teams with SAP Service Cloud Version 2.
Where can service agents start sharing workspaces for cases by clicking on the Share Workspace icon? Note: There are 2 correct answers to this question.

- A. In the case worklist
- B. In the interaction log
- C. In Agent Desktop
- D. In the case

Answer: C,D

NEW QUESTION # 35
Which capability ensures service agents send e-mail responses with the correct corporate branding?

- A. Autoflow
- B. Determination rules
- C. E-mail templates
- D. Workflow rules

Answer: C

NEW QUESTION # 36
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