

Free PDF 2026 SAP C-C4H56-2411: SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2–Professional Reliable Exam Vce



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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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.
Topic 5	<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 6	<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 7	<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 8	<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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q62-Q67):

NEW QUESTION # 62

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

- A. The status schema cannot be adapted.
- B. Use code list restrictions.
- **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 # 63

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

□

- A. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- **B. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.**
- C. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- D. It is not possible to change an existing Case Type, so deactivate it and create a new one.

Answer: B

NEW QUESTION # 64

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Templates
- **B. Live activity configuration**
- **C. Agent Desktop**
- D. Maintenance plans

Answer: B,C

Explanation:

In SAP Service Cloud V2, Live activity configuration can be activated to enable real-time interaction features like phone or chat channels. The Agent Desktop is also a service that can be activated to provide agents with a centralized interface for case management. According to SAP documentation, "Services such as Live Activity Configuration and Agent Desktop can be activated to enhance service delivery in SAP Service Cloud V2." Maintenance plans (A) are managed in SAP S/4HANA, not Service Cloud V2. Templates (B) are configured but not activated as a service.

Reference:

SAP Help Portal: Service Activation in SAP Service Cloud V2

SAP Learning: Agent Desktop and Live Activity Setup

NEW QUESTION # 65

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

- A. Access restriction
- B. Assignment to an organizational unit
- **C. User ID**
- **D. Employee**

Answer: C,D

NEW QUESTION # 66

Which element can be used to restrict access to views?

□

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

Answer: B

NEW QUESTION # 67

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