

# C-C4H56-2411 Exam Lab Questions Pass Certify| Reliable Pdf C-C4H56-2411 Files: 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"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q42-Q47):

#### NEW QUESTION # 42

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

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

**Answer: A,B**

Explanation:

To grant access to business users in SAP Service Cloud V2, a User ID is required to create a user account with login credentials. Additionally, associating the user with an Employee record is necessary to link the user to organizational roles and permissions. According to SAP documentation, "Creating a User ID and linking it to an Employee record are essential steps to grant access to business users." Access restriction (C) is configured via business roles, not a direct requirement. Assignment to an organizational unit (D) is optional and depends on the organizational structure.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business User Setup

#### NEW QUESTION # 43

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Assign the business service case to a business role.
- B. Assign access rights directly to the user.
- C. Create access rights for read mode.
- D. Assign the employee to a case type.

**Answer: A**

Explanation:

To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.

Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.

Reference:

SAP Help Portal: Business Role Configuration in SAP Service Cloud V2

SAP Learning: Access Management in SAP Service Cloud

#### NEW QUESTION # 44

To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service levels
- B. Response templates
- C. Registered products
- D. Accounts

Answer: C,D

#### NEW QUESTION # 45

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Set up rule(s) for case routing to teams.
- B. Set up rule(s) for case routing to employees.
- C. Define case types and assign responsible teams and employees.
- D. Set up rules with BRF+.

Answer: A,B

#### NEW QUESTION # 46

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. The business settings will need to be activated for the tenant.
- B. Any test tenant needs to be purchased separately.
- C. The administrator must create an initial user in order to log in to the tenant for the first time.
- D. The customer will need to provision new tenants through SAP for Me.

Answer: C,D

#### NEW QUESTION # 47

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