

Exam C-C4H56-2411 Bible, Sample C-C4H56-2411 Questions Pdf



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The SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 C-C4H56-2411 certification offers a great opportunity for beginners and professionals to demonstrate their skills and abilities to perform a certain task. For the complete, comprehensive, for SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 C-C4H56-2411 Exam Preparation you can get assistance from SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Exam Questions.

SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• 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 3	<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 4	<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 5	<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.
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q70-Q75):

NEW QUESTION # 70

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Send an email to SAP Cloud Support.
- B. Create a Support Case in SAP for Me.
- C. Create an incident in the Built-In Support.
- D. Create a case of case type Incident.

Answer: C,D

NEW QUESTION # 71

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A determination
- B. An autoflow
- C. A field attribute
- D. A workflow

Answer: A

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

NEW QUESTION # 72

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 # 73

Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.



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

Answer: B,C

NEW QUESTION # 74

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Autoflow rules must be assigned to the business role.
- B. Optimization from the back end is done automatically when too many autoflow rules exist.
- C. Conditions can be based on standard fields.
- D. Too many rules affect system performance.
- E. Conditions can be based on extension fields.

Answer: C,D,E

Explanation:

When using autoflow rules in SAP Service Cloud V2, administrators must consider that conditions can be based on standard fields (e.g., case type, priority) to trigger automated actions. Too many rules can affect system performance, as excessive rules increase processing time. Additionally, conditions can be based on extension fields, allowing customization to meet specific business needs. According to SAP documentation, "Autoflow rules support conditions based on standard and extension fields, but administrators should monitor rule volume to avoid performance issues." Optimization from the back end (C) is not automatic for autoflow rules. Assigning autoflow rules to business roles (E) is not required, as rules are system-wide.

Reference:

SAP Help Portal: Autoflow Configuration in SAP Service Cloud V2

SAP Community: Best Practices for Autoflow Rules

NEW QUESTION # 75

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