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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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 5	• 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 6	• 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 7	• 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.

C-C4H56-2411 Technical Training, C-C4H56-2411 New Exam Camp

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

NEW QUESTION # 31
What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add a mashup service in the Agent Desktop.
- B. Add the phone channel to the live interaction widget.
- C. Integrate with a third-party CTI provider.
- D. Obtain API token credentials from the CTI provider.

Answer: C,D

NEW QUESTION # 32
Which of the following can you use to explore released APIs?

- A. SAP Application Interface Framework
- B. SAP Integration Suite
- C. SAP Business Accelerator Hub

Answer: C

Explanation:
The SAP Business Accelerator Hub is the primary tool for exploring released APIs for SAP solutions, including SAP Service Cloud

V2. It provides a centralized repository to discover, test, and consume APIs. According to SAP documentation, "The SAP Business Accelerator Hub allows developers to explore and access released APIs for SAP cloud solutions." SAP Integration Suite (B) is used for integration but not for exploring APIs. SAP Application Interface Framework (C) is specific to SAP S/4HANA for interface management, not API exploration.
Reference:
SAP Help Portal: SAP Business Accelerator Hub
SAP Community: API Discovery in SAP Cloud Solutions

NEW QUESTION # 33
Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.

- A. Cases by SLA
- B. Cases by Source/Channel
- C. Cases by Priority
- D. Cases by Service Team
- E. Cases by Category

Answer: B,C,E

NEW QUESTION # 34
Which model can be used for ABAP cloud-native development?

- A. ABAP RESTful Application Programming Model
- B. The ABAP Cloud Development Model
- C. The SAP S/4HANA Cloud Extensibility Model

Answer: A

Explanation:
For ABAP cloud-native development, SAP recommends the ABAP RESTful Application Programming Model (RAP). RAP is designed for building cloud-ready, RESTful applications and extensions in the SAP BTP ABAP environment, supporting clean core principles. According to SAP documentation, "The ABAP RESTful Application Programming Model (RAP) is the standard model for cloud-native development in ABAP." The ABAP Cloud Development Model (A) is not a specific model. The SAP S/4HANA Cloud Extensibility Model (B) refers to extensibility approaches but is not specific to ABAP cloud-native development.
Reference:
SAP Help Portal: ABAP RESTful Application Programming Model
SAP Community: ABAP Cloud Development

NEW QUESTION # 35
Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. The installed base must be set to active status.
- B. A customer needs to be assigned to the installed base.
- C. At least one registered product must be assigned to the installed base.
- D. An active service contract must be added to the installed base.

Answer: A,C

NEW QUESTION # 36
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