

# Test C-C4H56-2411 Sample Questions | Latest C-C4H56-2411 Exam Testking

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## Nghiên cứu các hệ thống tích hợp với Core banking:

1. Bạn thường sử dụng các loại hệ thống tích hợp nào? Liệt kê và mô tả ngắn gọn về chúng.
2. Bạn muốn sử dụng hệ thống tích hợp nào nhất? Tại sao?
3. Theo thực trạng hiện nay, bạn quan ngại vấn đề nào của hệ thống ngân hàng? Tại sao?

## Trả lời

### Câu 1:

- Tích hợp core banking với NAPAS thông qua chuẩn ISO 8583 / API: Đây là lớp tích hợp cho phép kết nối trực tiếp giữa core banking và hệ thống chuyển mạch tài chính NAPAS. Luồng giao dịch thanh toán thẻ, chuyển khoản 24/7, QR và clearing được truyền và xác thực theo thời gian thực. Việc sử dụng ISO 8583 cho phép đảm bảo tính toàn vẹn message, cấu trúc data field chuẩn hóa và giảm sai lệch dữ liệu trong xử lý liên ngân hàng.

- Middleware/ESB phục vụ điều phối message đến NAPAS: Trong nhiều ngân hàng, lớp tích hợp ESB hoặc API Gateway đóng vai trò routing, transformation và load balancing nhằm giảm áp lực xử lý trực tiếp lên core banking và tránh tình trạng nghẽn giao dịch.

- Hệ thống reconciliation đối soát với NAPAS: Phục vụ đối chiếu file settlement, xử lý tra soát và bộ trừ giao dịch, đảm bảo dữ liệu khớp chính xác giữa số cái core và clearing report từ NAPAS. Điều này giúp ngân hàng hạn chế rủi ro kế toán và sai lệch số dư khách hàng.

### Câu 2:

- Tối ưu hóa hiệu năng xử lý giao dịch (transaction throughput & latency):

+ Luồng giao dịch kết nối trực tiếp giữa core banking và NAPAS giúp giảm độ trễ (latency) so với mô hình qua nhiều tầng middleware.

+ Message chuẩn ISO 8583 giúp giảm overhead data, tăng tốc độ truyền.

+ Khi kết hợp Gateway middleware, có thể thực hiện load balancing, queue management, giúp hệ thống duy trì throughput ổn định trong giờ cao điểm giao dịch 24/7.

- Chuẩn hóa giao thức tích hợp và nâng cao tính tương thích hệ thống

Trang 1

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In the era of informational globalization, the world has witnessed climax of science and technology development, and has enjoyed the prosperity of various scientific blooms. In 21st century, every country had entered the period of talent competition, therefore, we must begin to extend our C-C4H56-2411 personal skills, only by this can we become the pioneer among our competitors. At the same time, our competitors are trying to capture every opportunity and get a satisfying job. In this case, we need a professional C-C4H56-2411 Certification, which will help us stand out of the crowd and knock out the door of great company.

## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>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.</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>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.</li> </ul>
Topic 6	<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>

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### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q41-Q46):

#### NEW QUESTION # 41

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- B. Use the web page URL of the external solution for extracting input parameters in the mashup.
- C. Create a mashup to embed the web page of the external solution.
- D. Define a custom screen for the mashup.
- E. Develop a custom business object.

**Answer: A,B,C**

#### NEW QUESTION # 42

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the case worklist by choosing the Case app from the menu
- B. In the product page
- C. In the cases settings view
- D. In the My Cases Summary card available in the home page

**Answer: A,D**

#### NEW QUESTION # 43

Which actions are prerequisites to utilize registered products? Note: There are 2 correct answers to this question.

- A. Create an installed base
- B. Create numeric ranges for customers
- C. Activate the service in the business role
- D. Create customer records

**Answer: A,C**

#### **NEW QUESTION # 44**

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set up Agent Desktop
- B. Set scoping attributes
- C. Set up deals
- D. Maintain case types

**Answer: A,D**

#### **NEW QUESTION # 45**

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Use the Reporting Line function for selection.
- B. Assign an employee to several organizational units.
- C. Make sure an organizational node can only be set up with a replication process from the back end.
- D. Make sure that each organizational unit can have only one function at a time.

**Answer: A**

#### **NEW QUESTION # 46**

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