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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<ul style="list-style-type: none">• 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 4	<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 5	<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 6	<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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which of the following parameters can be maintained by the administrator when configuring a new email channel? Note: There are 3 correct answers to this question.

- A. Mashup service
- B. Reply to default
- C. Channel email ID
- D. Channel type
- E. Case type

Answer: B,D,E

NEW QUESTION # 40

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

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

Answer: A,D

NEW QUESTION # 41

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Cases
- C. Service orders
- D. Maintenance plan

Answer: A,B

NEW QUESTION # 42

Which of the following features can be used to tailor the user interface for the business? Note: There are 2 correct answers to this question.

- A. Business role
- B. Language adaptation
- C. Content security policy
- D. Homepage branding

Answer: B,D

Explanation:

To tailor the user interface in SAP Service Cloud V2, Homepage branding allows administrators to customize the look and feel of the homepage, including logos and color schemes, to align with corporate branding. Language adaptation enables the modification of field labels and texts to support different languages or business-specific terminology. According to SAP documentation, "Homepage branding and language adaptation are key features for customizing the user interface to meet business needs." Business role (B) controls access and permissions, not UI customization. Content security policy (C) is a security feature, not related to UI tailoring.

Reference:

SAP Help Portal: User Interface Customization in SAP Service Cloud V2

SAP Learning: UI Adaptation and Branding

NEW QUESTION # 43

Which of the following objects can be replicated between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Maintenance plans
- C. Service contracts
- D. Contacts

Answer: A,D

Explanation:

In SAP Service Cloud Version 2, integration with SAP S/4HANA supports the replication of specific objects to ensure seamless service processes. Contacts are replicated to synchronize customer contact information, enabling consistent communication across systems. Registered products are also replicated to manage customer assets and link them to service cases. According to SAP documentation, "Standard integration between SAP Service Cloud V2 and SAP S/4HANA includes replication of master data such as Contacts and Registered Products." Maintenance plans (A) and Service contracts (D) are managed in SAP S/4HANA but are not part of the standard out-of-the-box replication for SAP Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Replication for Service Cloud

NEW QUESTION # 44

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