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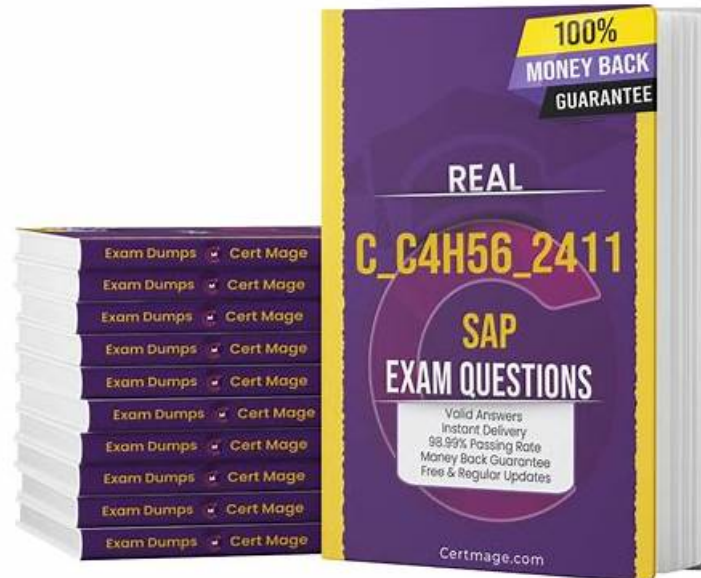

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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.
Topic 6	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q73-Q78):

NEW QUESTION # 73
You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Page layout
- B. Language adaptation
- C. Autoflow
- D. Adaptation

Answer: A,D

NEW QUESTION # 74
Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Create a case routing rule.
- B. Assign the team responsible for handling cases.
- C. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- D. Maintain and activate at least one e-mail channel.

Answer: A,D

NEW QUESTION # 75
What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Mashup
- B. Business flow
- C. Action
- D. Custom entity

Answer: A,C

Explanation:
To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop." Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.
Reference:
SAP Help Portal: Agent Desktop Integration with SAP S/4HANA
SAP Community: Mashup and Action Configuration

NEW QUESTION # 76
Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

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

Answer: B,D

NEW QUESTION # 77
Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

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

Answer: A,D

NEW QUESTION # 78
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