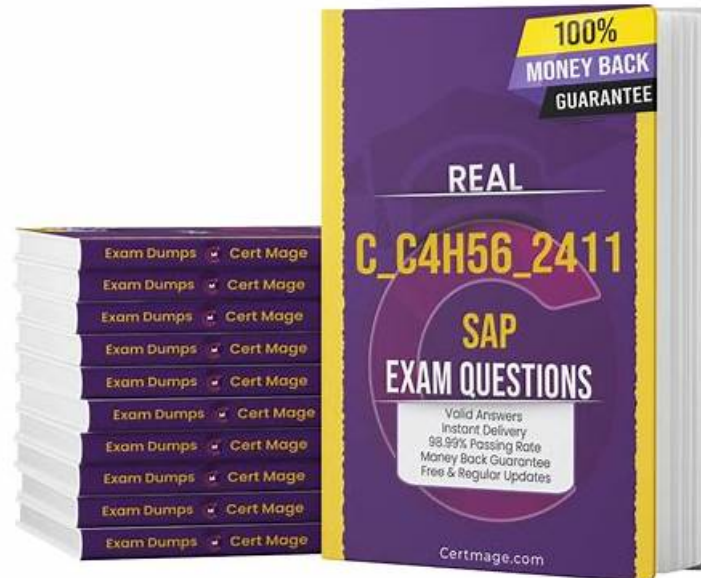# Reliable C_C4H56_2411 Exam Questions & C_C4H56_2411 Latest Learning Material

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SAP C_C4H56_2411 Exam Syllabus Topics:

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

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q54-Q59):

NEW QUESTION # 54
Which object is mandatory to configure a case routing rule to a team?

- A. Case Designer Step Assignment
- B. Employee
- C. Party Role
- D. Case Type

Answer: D

Explanation:
To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions.
Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.
Reference:
SAP Learning: Configuring Case Routing Rules learning.sap.com
SAP Help Portal: Case Routing Configuration

NEW QUESTION # 55
Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Templates
- B. Agent Desktop
- C. Maintenance plans
- D. Live activity configuration

Answer: B,D

Explanation:
In SAP Service Cloud V2, Live activity configuration can be activated to enable real-time interaction features like phone or chat channels. The Agent Desktop is also a service that can be activated to provide agents with a centralized interface for case management. According to SAP documentation, "Services such as Live Activity Configuration and Agent Desktop can be activated to enhance service delivery in SAP Service Cloud V2." Maintenance plans (A) are managed in SAP S/4HANA, not Service Cloud V2. Templates (B) are configured but not activated as a service.
Reference:
SAP Help Portal: Service Activation in SAP Service Cloud V2
SAP Learning: Agent Desktop and Live Activity Setup

NEW QUESTION # 56
You are rolling out SAP Service Cloud Version 2 to multiple countries. Which of the following must be completed for each different country? Note: There are 2 correct answers to this question.

- A. Maintain exchange rate
- B. Select country theme
- C. Maintain organizational units
- D. Enable country/region

Answer: C,D

NEW QUESTION # 57
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. Create a mashup to embed the web page of the external solution.
- B. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- C. Develop a custom business object.
- D. Define a custom screen for the mashup.
- E. Use the web page URL of the external solution for extracting input parameters in the mashup.

Answer: A,B,E

Explanation:
To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.
Reference:
SAP Help Portal: Mashup Configuration in SAP Service Cloud V2
SAP Community: External Solution Integration

NEW QUESTION # 58
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. Make sure an organizational node can only be set up with a replication process from the back end.
- C. Assign an employee to several organizational units.
- D. Make sure that each organizational unit can have only one function at a time.

Answer: C

NEW QUESTION # 59

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