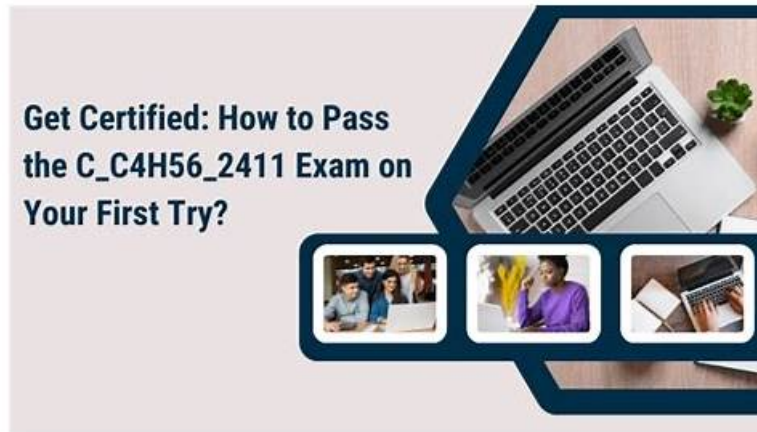


# C-C4H56-2411 Interactive EBook & C-C4H56-2411 Exam Paper Pdf



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PDF4Test also offers the C-C4H56-2411 web-based practice exam with the same characteristics as desktop simulation software but with minor differences. It is online SAP Certification Exam which is accessible from any location with an active internet connection. This SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 C-C4H56-2411 Practice Exam not only works on Windows but also on Linux, Mac, Android, and iOS. Additionally, you can attempt the OMG C-C4H56-2411 practice test through these browsers: Opera, Safari, Firefox, Chrome, MS Edge, and Internet Explorer.

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</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>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.</li> </ul>
Topic 5	<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>
Topic 6	<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>

## C-C4H56-2411 Exam Paper Pdf & C-C4H56-2411 Valid Exam Tips

The web-based SAP C-C4H56-2411 mock test is compatible with many systems. This version of the SAP C-C4H56-2411 practice exam requires an active internet connection. It does not require any additional plugins or software installation to operate. Furthermore, others also support the C-C4H56-2411 web-based practice exam. Features of the C-C4H56-2411 desktop practice exam software are web-based as well.

### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q35-Q40):

#### NEW QUESTION # 35

Which of the following actions do you need to perform to receive inbound calls in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Purchase an additional CTI license.
- B. Activate the native CTI.
- C. Use a CTI widget to connect the CTI solution.
- D. Deactivate Live Activity Center.

**Answer: B,C**

Explanation:

To receive inbound calls in SAP Service Cloud V2, administrators must activate the native CTI (Computer Telephony Integration) to enable telephony capabilities. Additionally, a CTI widget must be used to connect the CTI solution to the Agent Desktop, allowing agents to handle calls. According to SAP documentation, "Activating native CTI and configuring the CTI widget are required to enable inbound call handling." Deactivating Live Activity Center (A) is not relevant to inbound calls. Purchasing an additional CTI license (D) may depend on the provider but is not a mandatory configuration step.

Reference:

SAP Help Portal: CTI Configuration in SAP Service Cloud V2

SAP Community: Inbound Call Setup

#### NEW QUESTION # 36

What functionality can be enabled to assist agents with case resolution?

- A. Integrate Microsoft Teams.
- B. Configure templates for responses.
- C. Create and assign surveys to the case.
- D. Integrate a knowledge base.

**Answer: D**

#### NEW QUESTION # 37

Which of the following are mandatory attributes when creating a case? Note: There are 2 correct answers to this question.

- A. Status
- B. Case type
- C. Installed base
- D. Subject

**Answer: A,B**

#### NEW QUESTION # 38

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

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

- **D. Use existing customer records**

**Answer: C,D**

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

### NEW QUESTION # 39

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

- A. Routing rules can be applied to warranties.
- **B. The warranty is assigned to a registered product.**
- C. The system can be set up so that certain service levels are not covered.
- D. The warranty is assigned to a contract.

**Answer: B**

### NEW QUESTION # 40

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