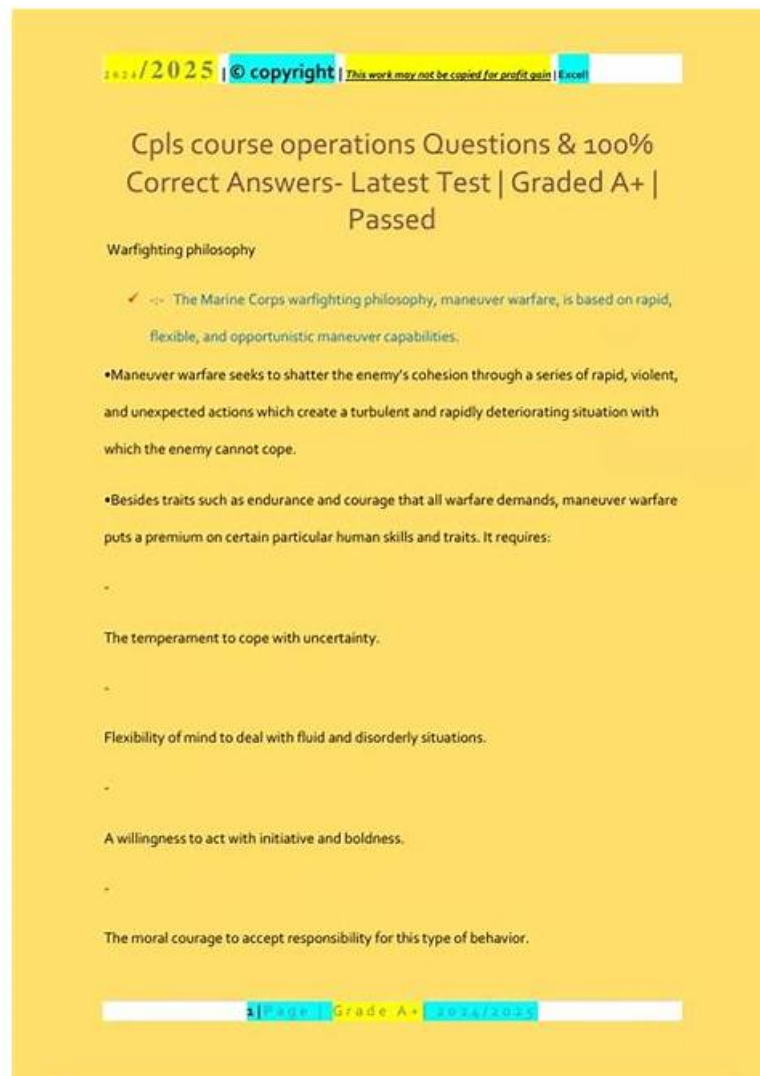


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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details

Topic 1	<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.
Topic 2	<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 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • 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 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"> • 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 7	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which of the following objects can you assign to an installed base at item level? Note: There are 2 correct answers to this question.



The screenshot shows the SAP Service Cloud interface. At the top, there is a search bar with the text 'Search for Service Object'. Below the search bar, there is a dropdown menu with 'Registered Product' selected. The main area of the interface is a table with columns 'ID', 'Description', 'Category', and 'Status'. The table is currently empty, and a message 'No Records Found' is displayed at the bottom. A large watermark 'etsdumps.com' is visible across the center of the image.

- A. Registered product
- B. Warranty
- C. Maintenance plan

- D. Product

Answer: A,D

NEW QUESTION # 65

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Day of the week
- B. Priority
- C. Maintenance plan
- D. Completion due on

Answer: B,D

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com SAP Help Portal: SLA Setup in SAP Service Cloud V2

NEW QUESTION # 66

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Create installed bases.
- B. Create an interaction log.
- C. Display confirmed entities.
- D. Assign products to existing accounts.
- E. Create a service catalog.

Answer: A,B,C

NEW QUESTION # 67

Which of the following are the correct types of usage of an installed base? Note: There are 2 correct answers to this question.

- A. Tracking measuring points
- B. Tracking installed assets
- C. Assigning warranties
- D. Assigning to a case

Answer: B,D

Explanation:

In SAP Service Cloud Version 2, an installed base is used to manage customer equipment and assets. Tracking installed assets is a primary function, as it allows organizations to maintain a record of customer-owned products or equipment, including details like serial numbers and locations. Assigning to a case is another key usage, enabling service agents to link a case to a specific installed base for accurate service delivery and tracking. According to SAP documentation, "An installed base represents a grouping of products installed at a customer location and can be associated with cases for service requests." Tracking measuring points (A) is related to equipment monitoring in SAP S/4HANA, not a direct function of installed bases in Service Cloud V2. Assigning warranties (C) is managed through registered products, not installed bases.

Reference:

SAP Help Portal: Installed Base Management in SAP Service Cloud V2

SAP Learning: Asset and Installed Base Configuration

NEW QUESTION # 68

Which of the following can you use to explore released APIs?

- A. SAP Business Accelerator Hub
- B. SAP Application Interface Framework
- C. SAP Integration Suite

Answer: A

Explanation:

The SAP Business Accelerator Hub is the primary tool for exploring released APIs for SAP solutions, including SAP Service Cloud V2. It provides a centralized repository to discover, test, and consume APIs. According to SAP documentation, "The SAP Business Accelerator Hub allows developers to explore and access released APIs for SAP cloud solutions." SAP Integration Suite (B) is used for integration but not for exploring APIs. SAP Application Interface Framework (C) is specific to SAP S/4HANA for interface management, not API exploration.

Reference:

SAP Help Portal: SAP Business Accelerator Hub

SAP Community: API Discovery in SAP Cloud Solutions

NEW QUESTION # 69

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