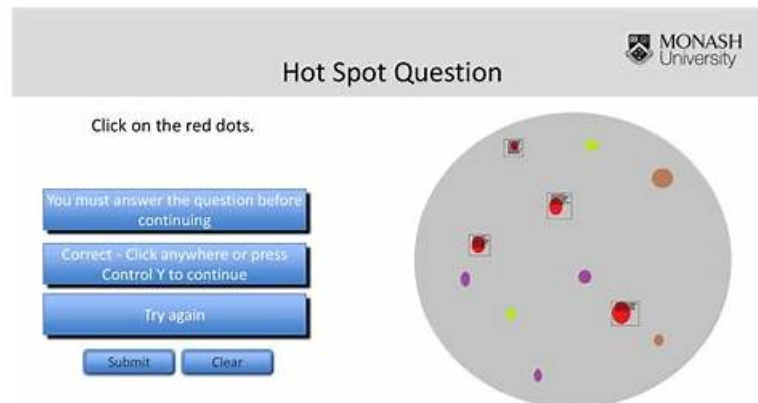


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### SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Service Elements: This part of the exam is designed for a Service Process Designer and covers the configuration of Service Level Agreements (SLAs), categories, and case routing. It assesses the ability to define and manage service elements that impact customer support workflows.</li></ul>

Topic 4	<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 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>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 7	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>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.</li> </ul>

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

### NEW QUESTION # 23

Which of the following configuration activities are part of SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Set up deals
- **B. Set up Agent Desktop**
- **C. Maintain case types**
- D. Set scoping attributes

**Answer: B,C**

### NEW QUESTION # 24

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. An autoflow
- **B. A determination**
- C. A workflow
- D. A page layout

**Answer: B**

Explanation:

[https://help.sap.com/docs/CX\\_NG\\_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me](https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me).

### NEW QUESTION # 25

Which attribute can you assign to a warranty?

Warranties (4)				
ID	Name	Status	Duration	External ID
6	5 Years Warranty	ACTIVE	5 years	-

- A. Non-covered categories
- B. Dates
- C. Registered products
- D. Duration

**Answer: D**

#### NEW QUESTION # 26

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Add the phone channel to the live interaction widget.
- B. Add a mashup service in Agent Desktop.
- C. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- D. Obtain API token credentials from the CTI provider.

**Answer: A,C**

#### NEW QUESTION # 27

What can you do with Microsoft Teams integration? Note: There are 3 correct answers to this question.

- A. Create appointments.
- B. Send e-mails to customers.
- C. Share workspaces.
- D. Make outbound calls.
- E. Hand over cases.

**Answer: A,C,D**

#### NEW QUESTION # 28

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