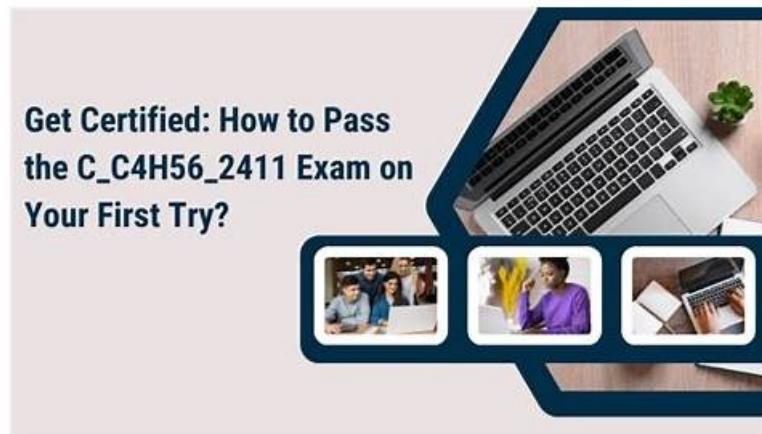


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## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.</li><li>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 2	<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 3	<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 4	<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 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>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>

Topic 7	<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>
Topic 8	<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 9	<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>

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q20-Q25):

### NEW QUESTION # 20

You want to control the access of fields in SAP Service Cloud Version 2. Which element can help you implement the business need?

- A. Page layout**
- B. Determination rule
- C. Case routing
- D. Approval

### Answer: A

Explanation:

To control field access in SAP Service Cloud V2, Page layout is used to define which fields are visible, editable, or hidden for specific business roles or users. According to SAP documentation, "Page layouts allow administrators to control field access by configuring visibility and editability based on business requirements." Determination rule (A) is for field value calculations. Approval (B) manages case approvals, not field access. Case routing (C) assigns cases, not controls fields.

Reference:

SAP Help Portal: Page Layout Configuration in SAP Service Cloud V2

SAP Community: Field Access Control

### NEW QUESTION # 21

What are the effects of using the depersonalization settings on employee data?

- A. Employee data is stored securely.
- B. Employee data gets hidden.
- C. Personal data gets replaced with XXXX.**
- D. Personal data gets archived.

### Answer: C

## NEW QUESTION # 22

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

- A. Data type
- B. Sortable
- C. Label
- D. Searchable

**Answer: A,C**

Explanation:

When creating new custom fields in SAP Service Cloud V2, the Data type is mandatory to define the type of data the field will store (e.g., text, number, date). The Label is also required to provide a name or description for the field, ensuring clarity for users.

According to SAP documentation, "When creating custom fields, administrators must specify the data type and label as mandatory attributes." Searchable (A) and Sortable (B) are optional attributes that can be enabled based on business needs but are not mandatory.

Reference:

SAP Help Portal: Custom Field Creation in SAP Service Cloud V2

SAP Community: Extension Fields in Service Cloud

## NEW QUESTION # 23

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?



Code	Description	Show on Timeline
01	Call	<input checked="" type="checkbox"/>
02	Chat	<input checked="" type="checkbox"/>
03	Emails	<input checked="" type="checkbox"/>
04	SMS	<input checked="" type="checkbox"/>

- A. In the timeline configuration
- B. The event types are enabled by default and cannot be changed.
- C. In the Customer Hub screen configuration
- D. In the general configuration of Agent Desktop

**Answer: A**

## NEW QUESTION # 24

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Assign the business service case to a business role.
- B. Assign access rights directly to the user.
- C. Create access rights for read mode.
- D. Assign the employee to a case type.

**Answer: A**

Explanation:

To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.

Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.

Reference:

SAP Help Portal: Business Role Configuration in SAP Service Cloud V2

SAP Learning: Access Management in SAP Service Cloud

## NEW QUESTION # 25

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