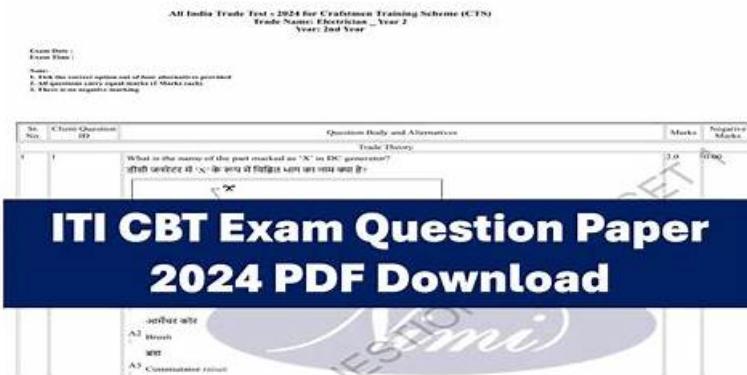


# Latest C\_C4H56\_2411 Exam Pdf & Valid C\_C4H56\_2411 Exam Guide



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## SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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>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 7	<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>

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q69-Q74):

### NEW QUESTION # 69

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

Business Services (120)		Agent		Action
Business Service ID	Name	Read Access	Write Access	Restriction Rule
sap.crm.service.agentDeskService	Agent Desktop	Unrestricted	Unrestricted	Unassigned

- A. Initial user
- B. Agent Desktop**
- C. Templates**
- D. Live activity configuration

**Answer: B,C**

### NEW QUESTION # 70

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

**Answer: A,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 # 71

Which milestone can you use for service levels?



- A. Created-on date
- B. Initial review date
- C. Warranty validity
- D. Status

**Answer: B**

### NEW QUESTION # 72

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- A. Set up rule(s) for case routing to employees.
- B. Set up rules with BRF+.
- C. Define case types and assign responsible teams and employees.
- D. Set up rule(s) for case routing to teams.

**Answer: A,D**

### NEW QUESTION # 73

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

**Answer: B,C,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 # 74

Hundreds of candidates want to get the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C\_C4H56\_2411) certification exam because it helps them in accelerating their SAP careers. Cracking the C\_C4H56\_2411 exam of this credential is vital when it comes to the up gradation of their resume. The C\_C4H56\_2411 Certification Exam helps students earn from online work and it also benefits them in order to get a job in any good tech company.

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