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

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                    |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <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 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>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>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>                                                         |
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|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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> |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## >> C\_C4H56\_2411 Test Sample Questions <<

### C\_C4H56\_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Test Sample Questions - Free PDF Realistic SAP C\_C4H56\_2411

Just like the saying goes, it is good to learn at another man's cost. In the process of learning, it is more important for all people to have a good command of the method from other people. The SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 exam questions from our company will help you find the good study method from other people. Using the C\_C4H56\_2411 Test Guide from our company, you can not only pass your exam, but also you will have the chance to learn about the different and suitable study skills. We believe these skills will be very useful for you near life.

### SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q56-Q61):

#### NEW QUESTION # 56

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Log in with an initial user
- **B. Create an organizational structure**
- **C. Create business roles**
- D. Assign employees to organizational units

**Answer: B,C**

#### NEW QUESTION # 57

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- **A. Conditions can be based on standard fields.**
- **B. Conditions can be based on extension fields.**
- C. Optimization from the back end is done automatically when too many autoflow rules exist.
- D. Autoflow rules must be assigned to the business role.
- **E. Too many rules affect system performance.**

**Answer: A,B,E**

#### NEW QUESTION # 58

What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Business flow
- **B. Action**
- C. Custom entity
- **D. Mashup**

**Answer: B,D**

Explanation:

To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate

specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop." Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.

Reference:

SAP Help Portal: Agent Desktop Integration with SAP S/4HANA

SAP Community: Mashup and Action Configuration

#### NEW QUESTION # 59

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Registered products
- B. Phone calls
- C. Cases
- D. Tasks

**Answer: C,D**

Explanation:

In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases. According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.

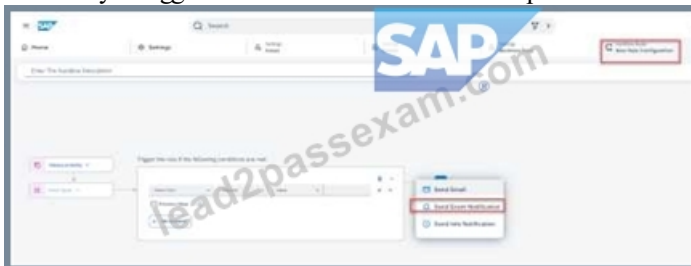
Reference:

SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2

SAP Community: Service Catalog Usage

#### NEW QUESTION # 60

How can you trigger an event notification based on a specific condition?



- A. Configure integration setting
- B. Configure autoflow
- C. Implement SDK logic
- D. Configure event management

**Answer: B**

#### NEW QUESTION # 61

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