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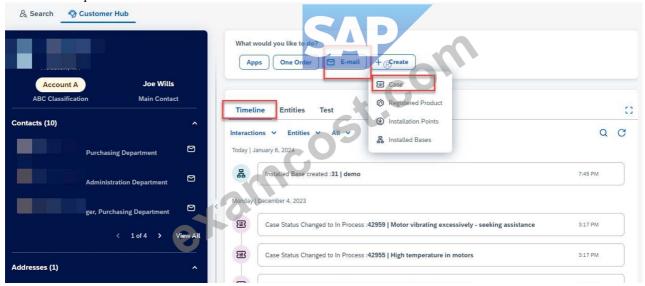
### SAP C\_C4H56\_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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 4	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.
Topic 5	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 6	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.

## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q49-Q54):

#### **NEW QUESTION #49**

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop? Note: There are 3 correct answers to this question.

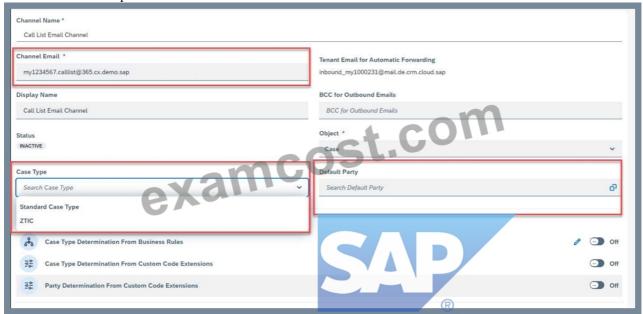


- A. Launch a customer survey
- B. Create a new e-mail message or a new case from the What Would You Like To Do? area
- C. View customer details
- D. Access interactions and notes in the timeline tab
- E. Edit customer details

Answer: B,C,D

#### **NEW QUESTION #50**

Which of the following parameters can be maintained by the administrator when configuring a new e-mail channel? Note: There are 3 correct answers to this question.



- A. Default account
- B. Case type
- C. Channel e-mail ID
- D. Mashup service
- E. Channel type

Answer: A,B,E

#### **NEW QUESTION #51**

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

- A. Access restriction
- B. User ID
- C. Assignment to an organizational unit
- D. Employee

Answer: B,D

#### **NEW QUESTION #52**

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



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

Answer: A,B

#### **NEW QUESTION #53**

Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Create a new URL mashup
- B. Add a new field
- C. Change the field label
- D. Add a new button

Answer: C,D

#### **NEW QUESTION #54**

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