

# Pass Guaranteed 2026 - C-C4H56-2411 - Online SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Test



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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>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 3	<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 4	<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 5	<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 6	<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 7	<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 8	<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>

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### **SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q33-Q38):**

#### **NEW QUESTION # 33**

Which capability ensures service agents send e-mail responses with the correct corporate branding?

- A. Autoflow
- B. Determination rules
- C. Workflow rules
- D. **E-mail templates**

**Answer: D**

#### **NEW QUESTION # 34**

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

- A. Installed base
- B. **Case type**
- C. Status
- D. Subject

**Answer: B,C**

#### **NEW QUESTION # 35**

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



- A. Administration
- B. Development
- C. Business
- D. Technical

**Answer: C,D**

#### **NEW QUESTION # 36**

Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Change the priority.
- B. Adjust the SLA.
- C. Assign a different team to the case.
- D. Assign a territory to the case.
- E. Escalate the case.

**Answer: A,B,E**

Explanation:

To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.

Reference:

SAP Help Portal: Case Management and SLA Configuration

SAP Community: Managing Case Reaction Times

#### **NEW QUESTION # 37**

Which object is mandatory to configure a case routing rule to a team?

- A. Case Type
- B. Party Role
- C. Employee
- D. Case Designer Step Assignment

**Answer: A**

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions.

Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

Reference:

SAP Learning: Configuring Case Routing Rules [learning.sap.com](https://learning.sap.com)

SAP Help Portal: Case Routing Configuration

#### **NEW QUESTION # 38**

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