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SAP C-C4H56-2411 Exam Syllabus Topics:

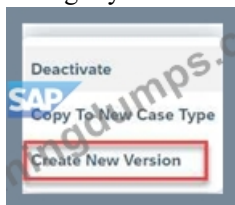
Topic	Details
Topic 1	• Basic Setup This section of the exam measures the skills of a System Administrator and covers the initial configuration steps required to set up the SAP Service Cloud Version 2 system for the first time. It assesses the ability to perform foundational setup tasks to ensure the system is ready for use.
Topic 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	• 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 4	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.
Topic 5	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.

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

NEW QUESTION # 20

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?



- A. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- B. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- C. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- D. It is not possible to change an existing Case Type, so deactivate it and create a new one.

Answer: A

NEW QUESTION # 21

What basic steps are required to create the warranties as described?

- A. Create a Registered Product for a Customer Account. Maintain the Warranty field and then save.
- B. Create a Registered Product for an organization. Maintain the Warranty field and then save.
- C. Copy an existing Warranty to a new Individual Customer, alter the conditions and then save.
- D. Warranties are automatically generated when a Registered Product is created.

Answer: D

NEW QUESTION # 22

You are an administrator and want different user groups to have different fields access in the UI in SAP Service Cloud Version 2. Which functionalities would you use to enable this? Note: There are 2 correct answers to this question.

- A. Adaptation
- B. Page layout
- C. Language adaptation
- D. Autoflow

Answer: A,B

NEW QUESTION # 23

Which milestone can you use for service levels?

- A. Status

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

Answer: D

NEW QUESTION # 24

Which configuration steps are mandatory to link customer emails with cases? Note: There are 2 correct answers to this question.

- A. Assign the team responsible for handling cases.
- B. Maintain and activate at least one email channel.
- C. Create a case routing rule.
- D. Set up a rule to route the email to the tenant's technical email address.

Answer: B,D

NEW QUESTION # 25

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