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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.

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	• 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	• 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 6	• 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.
Topic 7	• 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.
Topic 8	• 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q10-Q15):

NEW QUESTION # 10

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Activate the Multi Value flag in the adaptation mode.
- B. Create an extension field with data type Object and data format Code.
- **C. Create an extension field with data type String and data format Code.**
- **D. Maintain the list of values and activate the Multi Value flag.**

Answer: C,D

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 11

Which tool can you use to rename the cases facet?

- **A. Language adaptation tool**
- B. Workflow with action type field update
- C. Page layout
- D. Adaptation tool

Answer: A

NEW QUESTION # 12

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. At least one registered product must be assigned to the installed base.
- B. The installed base must be set to active status.
- C. An active service contract must be added to the installed base.
- D. A customer needs to be assigned to the installed base.

Answer: C,D

NEW QUESTION # 13

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Autoflow
- B. Input step in the Case Designer
- C. Assignment step in the Case Designer
- D. Routing rules

Answer: C,D

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules learning.sap.com

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

NEW QUESTION # 14

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



Sequence	Case Type	Priority Code	Source	category/displayid	subcategory/displayid	Subject	Escalation Status	Team	Party Role	Action
No Records Found										

- A. Service category
- B. Account
- C. Employee
- D. Service team

Answer: C,D

NEW QUESTION # 15

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