

SAP C_C4H56_2411 Exam Questions - Easy Way To Prepare [2025]



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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 5	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 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	• 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 8	• 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q31-Q36):

NEW QUESTION # 31

Which of the following are mandatory to maintain when you want to create a new business user? Note: There are 2 correct answers to this question.

- A. Organization
- B. Business role
- C. E-mail
- D. Employee

Answer: B,D

NEW QUESTION # 32

Which of the following business services will all service agents need to have assigned?

- **A. Case**
- B. BuiltInSupportService
- C. Activity Manager
- D. Case Type

Answer: A

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

NEW QUESTION # 33

Which element can you use in autoflows?

- **A. Service Level**
- B. Appointment
- C. Mashup
- D. Service Contract

Answer: A

NEW QUESTION # 34

Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.

- **A.**





- B.



- C.

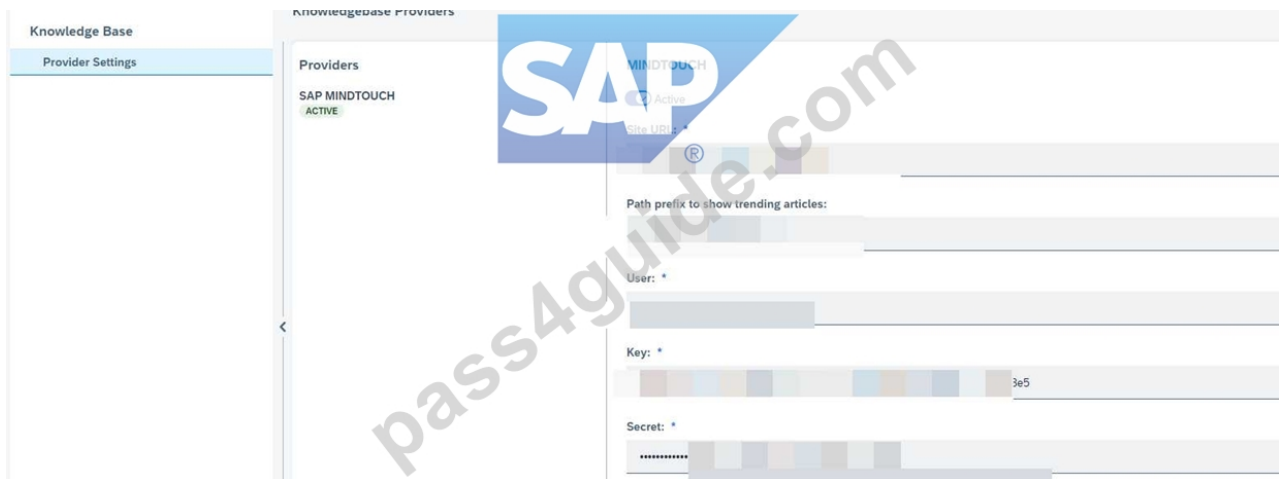


- D.

Answer: A,B

NEW QUESTION # 35

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.



- A. Set up knowledge base articles in SAP Service Cloud Version 2.
- **B. Obtain API token credentials from the knowledge base provider.**
- **C. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.**
- D. Configure the relevant integration flow.

Answer: B,C

NEW QUESTION # 36

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