

SAP C_C4H56_2411 Reliable Braindumps Ebook & Valuable C_C4H56_2411 Feedback



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SAP certification C_C4H56_2411 exams has become more and more popular in the fiercely competitive IT industry. Although more and more people sign up to attend this examination of, the official did not reduce its difficulty and it is still difficult to pass the exam. After all, this is an authoritative test to inspect the computer professional knowledge and information technology ability. In order to pass the SAP Certification C_C4H56_2411 Exam, generally, many people need to spend a lot of time and effort to review.

SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q11-Q16):

NEW QUESTION # 11

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Too many rules affect system performance.
- B. Conditions can be based on extension fields.
- C. Conditions can be based on standard fields.
- D. Optimization from the back end is done automatically when too many autoflow rules exist.
- E. Autoflow rules must be assigned to the business role.

Answer: A,B,C

NEW QUESTION # 12

Which of the following API types does SAP recommend to achieve clean core integrations? Note: There are 2 correct answers to this question.

- A. OData
- B. IDoc
- C. RFC
- D. SOAP

Answer: A,D

Explanation:

For clean core integrations, SAP recommends using modern, standards-based APIs like SOAP and OData. These API types ensure interoperability, scalability, and alignment with SAP's clean core strategy, which emphasizes minimal customizations and standardized integrations. According to SAP documentation, "SAP recommends using OData and SOAP APIs for clean core integrations to maintain system extensibility and future-proofing." RFC (A) and IDoc (B) are legacy integration methods that do not align with the clean core approach due to their complexity and lack of flexibility.

Reference:

SAP Help Portal: Clean Core Integration Strategy

SAP Community: API Integration in SAP Cloud Solutions

NEW QUESTION # 13

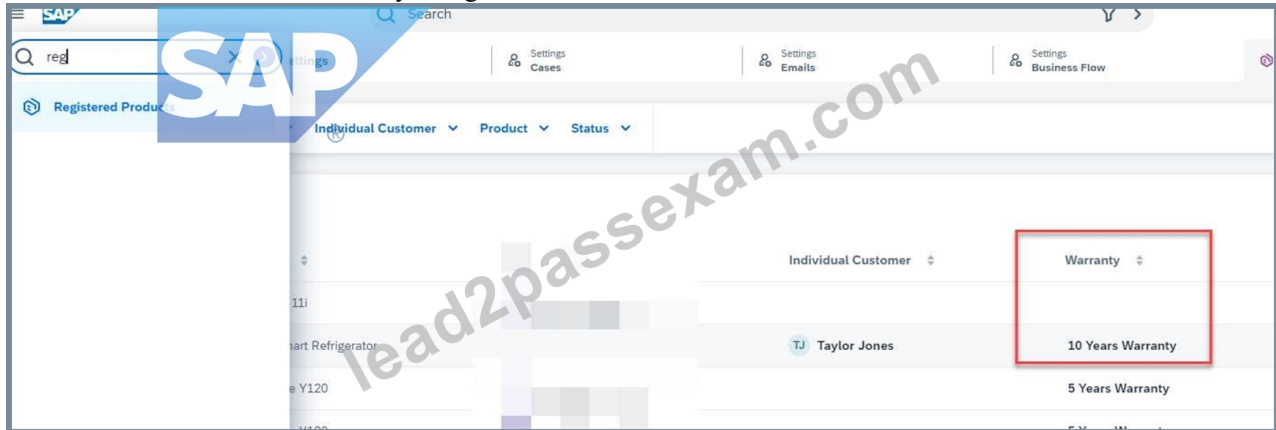
You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Make sure an organizational node can only be set up with a replication process from the back end.
- B. Assign an employee to several organizational units.
- **C. Use the Reporting Line function for selection.**
- D. Make sure that each organizational unit can have only one function at a time.

Answer: C

NEW QUESTION # 14

What is one of the main uses for warranty management in SAP Service Cloud Version 2?



- A. The warranty is assigned to a contract.
- B. The system can be set up so that certain service levels are not covered.
- C. Routing rules can be applied to warranties.
- **D. The warranty is assigned to a registered product.**

Answer: D

NEW QUESTION # 15

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Add or remove statuses in the existing status schema.
- **B. Change the existing status schema.**
- C. Copy an existing status schema.
- **D. Create a new version of a status schema.**

Answer: B,D

NEW QUESTION # 16

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