

SAP C_C4H56_2411 Valid Test Duration, C_C4H56_2411 Exam Papers



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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	• 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 3	• 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 4	• 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 5	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.
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q62-Q67):

NEW QUESTION # 62

Which of the following master data entities are included in the out-of-the-box package for integration between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Equipment
- C. Maintenance Plan
- D. Account Groups

Answer: A,B

Explanation:

The out-of-the-box integration package between SAP Service Cloud V2 and SAP S/4HANA includes master data entities such as Contacts and Equipment. Contacts are synchronized to manage customer relationships, while Equipment is integrated to support asset and service management processes. According to SAP documentation, "Standard integration includes master data like Contacts and Equipment to enable seamless service processes between SAP Service Cloud V2 and SAP S/4HANA." Account Groups (C) are not part of the standard master data integration. Maintenance Plan (D) is specific to SAP S/4HANA Asset Management and not included in the out-of-the-box integration for Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Integration for Service Cloud

NEW QUESTION # 63

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 # 64

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.

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

Answer: C,D

Explanation:

In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.

Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2

SAP Learning: Case Routing Rules

NEW QUESTION # 65

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. Autoflow
- C. Language adaptation
- D. Page layout

Answer: A,D

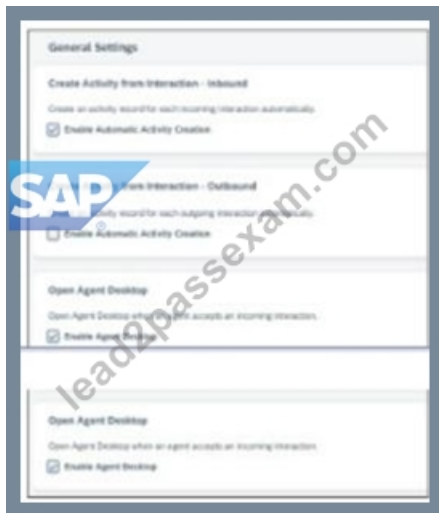
NEW QUESTION # 66

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.

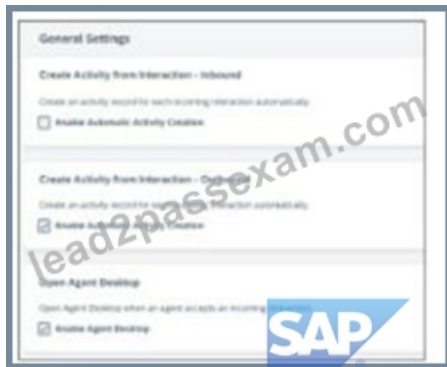


- A.
- B.





• C.



• D.

Answer: B,D

NEW QUESTION # 67

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