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TestValid is a reputable and highly regarded platform that provides comprehensive preparation resources for the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411). For years, TestValid has been offering real, valid, and updated C-C4H56-2411 Exam Questions, resulting in numerous successful candidates who now work for renowned global brands.

# 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.
Торіс 2	Master Data: This part evaluates the knowledge of a Data Management Specialist and focuses on setting up master data within the system. It includes configuring essential entities such as Account, Contact, Product, Organization, and employees to support business operations. User Management: This domain tests the abilities of an Access Control Manager and involves managing the creation of users and business roles, including assigning the appropriate authorizations. It ensures the secure and efficient administration of user access within the platform.
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	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.
Торіс 6	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.

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# SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q33-Q38):

#### **NEW QUESTION #33**

What steps are required to convert incoming emails into cases? Note: There are 2 correct answers to this question.

- A. Create an email channel for the object type Cases and enter the default case type to be used.
- B. Create and activate a case type.
- C. Enable the email channel within the CTI configuration.
- D. Define the default email template for incoming enquiries.

#### Answer: A,B

# Explanation:

To convert incoming emails into cases in SAP Service Cloud V2, administrators must create an email channel for the object type Cases and enter the default case type to be used, which defines how emails are mapped to cases. Additionally, creating and activating a case type is required to ensure the system recognizes the case structure for email conversions. According to SAP documentation, "Setting up an email channel for Cases and activating a case type are mandatory steps for email-to-case functionality." Enabling the email channel within CTI configuration (A) is incorrect, as email channels are separate from CTI. Defining the default email template (C) is optional for outbound responses, not inbound conversions.

Reference:

SAP Help Portal: Email-to-Case Configuration in SAP Service Cloud V2

SAP Community: Email Channel Setup

#### **NEW QUESTION #34**

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign employee to organizational units
- B. Log in with initial user
- C. Create organizational structure
- D. Create business role

#### Answer: B,D

# **NEW QUESTION #35**

What can you do with Microsoft Teams integration? Note: There are 3 correct answers to this question.

- A. Share workspaces.
- B. Hand over cases.
- C. Make outbound calls.
- D. Create appointments.
- E. Send e-mails to customers.

#### Answer: A,C,D

# NEW QUESTION # 36

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.



- A. Technical
- B. Development
- C. Business
- D. Administration

Answer: A,C

### **NEW QUESTION #37**

Which of the following apply when accessing a new SAP Service Cloud Version 2 tenant? Note: There are 2 correct answers to this question.

- A. The business settings need to be activated for the tenant.
- B. The customer needs to provision new tenants.
- C. The administrator must create an initial user in order to log in to the tenant for the first time.
- D. Any test tenants need to be purchased separately.

Answer: B,D

#### **NEW QUESTION #38**

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