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## SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Service Objects:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Service Elements:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Scenario Based Questions:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Basic Setup</b> 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.</li> </ul>

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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q72-Q77):

### NEW QUESTION # 72

What steps must an administrator perform to enable the phone channel in the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Obtain API token credentials from the CTI provider.
- B. Add a mashup service in the Agent Desktop.
- C. Integrate with a third-party CTI provider.
- D. Add the phone channel to the live interaction widget.

**Answer: A,C**

### NEW QUESTION # 73

What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Cloud Integration
- B. Machine learning
- C. SAP Event Mesh
- D. SAP Build Apps

**Answer: A,C**

### NEW QUESTION # 74

Which of the following AI features can you activate in SAP Service Cloud Version 2? Note: There are 2 correct answers to this

question.

- A. Email Drafter
- B. Similar Case Recommendation
- C. Product Proposal
- D. Validation Rules

**Answer: A,B**

Explanation:

SAP Service Cloud V2 includes AI features to enhance agent productivity. The Email Drafter uses AI to generate draft email responses based on case context, improving efficiency. Similar Case Recommendation leverages AI to suggest related cases, helping agents resolve issues faster by referencing past solutions. According to SAP documentation, "AI features like Email Drafter and Similar Case Recommendation are available to streamline service processes." Product Proposal (B) is a feature in SAP Sales Cloud, not Service Cloud V2. Validation Rules (D) are not AI-driven but part of standard configuration.

Reference:

SAP Help Portal: AI Features in SAP Service Cloud V2

SAP Community: AI Capabilities in Service Cloud

### NEW QUESTION # 75

What functionality can be enabled to assist agents with case resolution?

- A. Configure templates for responses.
- B. Create and assign surveys to the case.
- C. Integrate a knowledge base.
- D. Integrate Microsoft Teams.

**Answer: C**

### NEW QUESTION # 76

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Activate Built-In Support
- B. Log incident through SAP for Me
- C. Log incident with SAP Service Cloud user ID
- D. Create incident through Settings > Incident

**Answer: B,C**

### NEW QUESTION # 77

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