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When you have adequately prepared for the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 (C-C4H56-2411) questions, only then you become capable of passing the SAP exam. There is no purpose in attempting the SAP C-C4H56-2411 certification exam if you have not prepared with PassSureExam's Free SAP C-C4H56-2411 PDF Questions. It's time to get serious if you want to validate your abilities and earn the SAP C-C4H56-2411 Certification. If you hope to pass the SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 exam on your first attempt, you must be studied with real C-C4H56-2411 exam questions verified by SAP C-C4H56-2411.

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	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 4	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 5	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 6	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 7	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.

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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q79-Q84):

NEW QUESTION # 79

Which milestone can you use for service levels?

- A. Status
- B. Warranty validity
- C. Initial review date
- D. Created-on date

Answer: D

NEW QUESTION # 80

Which objects can you configure for registered products?

- A. Warranty Type
- B. Functional Location Source
- C. Installed Base Types
- D. Custom Party Roles

Answer: A

Explanation:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

NEW QUESTION # 81

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Channel partners
- B. Groups
- C. Contacts
- D. Individual customers

Answer: C,D

NEW QUESTION # 82

Which of the following rule options can be implemented to automatically assign a case?

- A. BRF+
- B. Validation
- C. Autoflow
- D. Case routing

Answer: C,D

Explanation:

Automatic case assignment in SAP Service Cloud V2 can be achieved using Case routing rules, which allow administrators to define conditions (e.g., case type, priority) to route cases to specific employees or teams. Autoflow is another option, as it supports automation of case assignments by triggering actions based on predefined conditions. According to SAP documentation, "Case routing rules and autoflows enable automatic assignment of cases to employees or teams based on business logic." Validation (A) is used to check data integrity, not for assignment. BRF+ (D) is a business rule framework used in other SAP systems but not directly in Service Cloud V2 for case assignment.

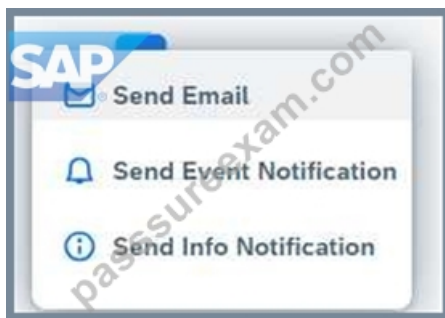
Reference:

SAP Help Portal: Case Routing and Autoflow Configuration

SAP Community: Automation in SAP Service Cloud V2

NEW QUESTION # 83

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.



- A. Send event e-mail template
- B. Send event notifications
- C. Send e-mails
- D. Send object update
- E. Send info notifications

Answer: B,C,E

NEW QUESTION # 84

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