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SAP C-C4H56-2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 (Q54-Q59):

NEW QUESTION # 54
To which objects can you assign employees in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Accounts
- B. Response templates
- C. Registered products
- D. Service levels

Answer: A,C

NEW QUESTION # 55
Which actions are prerequisites for using registered products? Note: There are 2 correct answers to this question.

- A. Activate the service in the business role
- B. Create numeric ranges for customers
- C. Create an installed base
- D. Use existing customer records

Answer: C,D

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.
Reference:
SAP Help Portal: Registered Products in SAP Service Cloud V2
SAP Learning: Product and Installed Base Setup

NEW QUESTION # 56

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. A workflow rule was not scheduled to trigger the determination.
- B. The determination rules have been configured, but not activated.
- C. Service Level Agreements are not activated as a service.
- D. Service Level Agreements are not configured in fine-tuning.

Answer: B,C

NEW QUESTION # 57

Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Adjust the SLA.
- B. Escalate the case.
- C. Assign a territory to the case.
- D. Change the priority.
- E. Assign a different team to the case.

Answer: A,B,D

Explanation:
To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.
Reference:
SAP Help Portal: Case Management and SLA Configuration
SAP Community: Managing Case Reaction Times

NEW QUESTION # 58

Which of the following are mandatory to maintain when you want to create a new business user? Note: There are 2 correct answers to this question.

- A. E-mail
- B. Employee
- C. Business role
- D. Organization

Answer: B,C

NEW QUESTION # 59

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