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SAP C_C4H56_2411 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 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.
Topic 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.

SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q13-Q18):

NEW QUESTION # 13
You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Language adaptation
- B. Case extensibility
- C. Screen adaptation
- D. Page layout

Answer: A

Explanation:
To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.
Reference:
SAP Help Portal: Language Adaptation in SAP Service Cloud V2
SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 14
Which element can you use in autoflows?

- A. Mashup
- B. Service Level

- C. Service Contract
- D. Appointment

Answer: B

NEW QUESTION # 15
What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Create an extension field with data type String and data format Code.
- B. Activate the Multi Value flag in the adaptation mode.
- C. Maintain the list of values and activate the Multi Value flag.
- D. Create an extension field with data type Object and data format Code.

Answer: A,C

Explanation:
To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.
Reference:
SAP Help Portal: Extension Fields in SAP Service Cloud V2
SAP Community: Multi-Select Field Configuration

NEW QUESTION # 16
What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.

- A. Purchase a license.
- B. Set up knowledge base articles in SAP Service Cloud Version 2.
- C. Integrate a knowledge base.
- D. Configure the relevant integration flow.

Answer: B,C

Explanation:
To give service agents access to knowledge base articles in SAP Service Cloud V2, administrators must set up knowledge base articles within the system to create and manage content. Additionally, integrating a knowledge base (e.g., with SAP Knowledge Management or a third-party solution) is required to make articles accessible. According to SAP documentation, "Setting up knowledge base articles and integrating a knowledge base are key steps to enable agent access." Purchasing a license (C) may be necessary for third-party solutions but is not a configuration step. Configuring the relevant integration flow (D) is part of integration but not always mandatory, depending on the knowledge base solution.
Reference:
SAP Help Portal: Knowledge Base Configuration in SAP Service Cloud V2
SAP Community: Knowledge Management Setup

NEW QUESTION # 17
Which of the following features are available in the adaptation tool? Note: There are 2 correct answers to this question.

- A. Add a new field
- B. Add a new button
- C. Create a new URL mashup
- D. Change the field label

Answer: B,D

NEW QUESTION # 18

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