

SAP

C_C4H56_2411

**SAP Certified Associate - Implementation Consultant - SAP
Service Cloud Version 2**

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Latest Version: 7.1

Subjects

1. User Management
2. Service Elements
3. Basic Setup
4. Service Objects
5. Master Data
6. Communication Channels
7. Personalization and Extensibility
8. Integration
9. Managing Clean Core
10. Scenario-based Questions
11. Cases

Topic: 1
User Management

Question: 1

Which of the following describe how access restrictions are governed in SAP Service Cloud Version 2?

- A. Unrestricted access rights override any restrictions you have defined.
- B. Restricted access rights override any unrestricted access you have defined.
- C. End users can decide if access rights override any restrictions.
- D. If the access rights are contradictory, the system automatically grants no access.

Answer: A

User Management

Question: 2

Where are employee working hours maintained?

- A. Holiday calendar
- B. Business role
- C. Employee data
- D. Business user data

Answer: C

User Management

Question: 3

Which element can be used to restrict access to views?

- A. Business roles
- B. Determination rules
- C. Code list restrictions
- D. Field attributes

Answer: A

User Management

Question: 4

Which objects can you assign when you create a user?

Note: There are 2 correct answers to this question.

- A. Business role
- B. Employee role
- C. User profile
- D. Security policy

Answer: A, D

User Management

Question: 5

Which access restriction types are available in SAP Service Cloud Version 2?

Note: There are 3 correct answers to this question.

- A. Unrestricted
- B. Define specific restriction
- C. No access
- D. Full access
- E. Restricted

Answer: A, B, C

Topic

Scenario-based Questions

You are part of the project team implementing AP Service Cloud Version 2 for the customer hoenix Heating Products. Several automated usiness processes are planned for the service ea. Phoenix has some specific requirements at need to be incorporated:

- Only some service agents need to handle phone interaction, but all need to handle customer issues generated from incoming emails.
- With the setup of master data the access to the relevant service objects needs to be controlled.
- Heating technology moves fast, and new product offerings arrive regularly. These always require a new warranty type with a new set of unique service entitlements.
- The assignment of employees, status, catalog, and dependencies is needed to handle customer issues in the system.
- Phoenix wants to offer a brand-new GOLD service level for escalated cases. All escalated cases will be prioritized as Urgent and assigned to a special team.
- Phoenix needs to be able to tailor the user interface according to their specific needs with an additional field, where the user can select one option from multiple choices.

Question: 6

Which of the following options are correct to display warning messages for escalated cases? Note: Scroll down to view all possible answer options.

A.

The screenshot shows a Salesforce Flow Builder interface. At the top, it says "Trigger the flow if the following conditions are met". Below this is a "Condition Block 1" with the following configuration:

- Object/Field: escalationStatus (Escalation Status)
- Operator: Equals
- Value: ESCALATED - Escalated

 Below the condition block is an "Action" section with a "Show Warning" button. Underneath the button is a "Message" field containing the text "This case is escalated".

B.

The screenshot shows a Salesforce Flow Builder interface. At the top, it says "Trigger the flow if the following conditions are met". Below this is a "Condition Block 1" with the following configuration:

- Object/Field: escalationStatus (Escalation Status)
- Operator: Equals
- Value: ESCALATED - Escalated

 Below the condition block is a "Summary" section with the text "(Y escalationStatus Equals) (Escalation Status)". Below the summary is an "Assignment Block 1" with a "Show Warning" button. Underneath the button is a "Message" field containing the text "This case is escalated".

C.

Answer: A, C

Question: 9

Which of the following options is correct in the configuration, if you want to assign an escalated case with priority urgent to a team?

Note: Scroll down to view all possible answer options.

A.

Rules - Case Pending in Employees

PREVIOUS STATE

STATUS

LAST CHANGED

ACCOUNT

Rules (1)

+

Report from Source

Adjust Columns

—

Sequence	Case Type	Source Code	Priority	Employee/Employee ID	Simulation Status	Display ID	Employee	Party Role	Action
1	11 2000	-	-	-	11 ANALYZED	-	STC_PSE_MARIN	AC	<div>1</div> <div>—</div>

B.

Rules - Core Routing to Team

Active

Status

Last Changed

Rules (6)

Report View Excel

Adjust Columns

Sequence	Core Type	Source Code	Priority Code	Priority	Stabilizer Status	Team	Party Rate	Action
1	--- (20)	-	-	-	--- ESCALATE	5000	30	<div><div></div><div></div><div></div></div>

C.

Rules : Case Routing to Team		STATUS	Last Changed					
Rules (6)		Import From Excel	Adjust Columns					
Sequence	Case Type	Source Code	Priority Code	Priority	Escalation Sub	Team	Reply Mail	Action
1	--- (20)	+	-	-	--- ESCALATE	000	20	 

D.

Rules - Case Routing to Teams		Admin	Status	Last Changed				
Rules (4)								
Sequence	Case Type	Source Code	Priority Code	Priority	Execution Status	Team	Priority Rate	Action
1	0000	*	*	Urgent	DISCALD	000	20	 

E.

Rules - Core Routing to Employee

IMR002107000

5/2/2025

Last Changed

Rules (1)

Sequence	Case Type	Source Code	Priority	Employee/Employee ID	Qualification Status	Workflow ID	Employee	Party Role	Rules
1	EMP	1	10 - Urgent	*	1 - EVALUATED	1	EMP_HSE_SUPP	40	1

Answer: B

Question: 10

Which of the following business services will all service agents need to have assigned?

- A. Case
- B. builtinSupportService
- C. Activity Manager
- D. Case Type

Answer: A

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