SAP
C_C4H56_2601
SAP Certified - Implementation Consultant - SAP Service Cloud Version 2

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Topic: 1
Unified Scenario Simulation
Business context
Company Background
Selborne Cabinetry is a custom furniture maker headquartered in Ptuj, expanding its customer service operation to handle installation and warranty support requests across several regions.
Team Setup
A small implementation team made up of an administrator and two service agents is preparing the environment before any live customer requests are handled. a service manager oversees the rollout and signs off on each configuration step.
Current Situation
The organization has just received its SAP Service Cloud Version 2 tenant and needs a working test tenant separate from the eventual production tenant so early configuration mistakes do not affect real customers. The team is starting from an empty environment with no employees or roles defined yet.
Current Constraints
The administrator has limited time before the first pilot group of employees needs access, and the team must avoid mixing test data with anything that will later go live. only a few employees will be onboarded first, so the access model must be simple enough to extend later without rework.
Improvement Goals the team wants a clean separation between test and production activity, a documented base configuration starting point, and a small set of business roles that restrict each employee to only what their job requires.
Your assignment
These challenges cover distinguishing test tenant activity from production, laying down base configuration, and assigning business roles with appropriate access restrictions to employees
1. CHALLENGE 1 — Establishing The Test Tenant Foundation
• review how work performed in the test tenant is expected to relate to the production tenant.
• identify which setup activities are safe to perform first in the test tenant.
• document the plan for moving validated configuration toward the production tenant later.
Checkpoints
• the team can explain the purpose of the test tenant relative to production.
• the plan for later moving to production is written down before configuration starts.
2. CHALLENGE 2 — Laying Down Base Configuration
• review what base configuration establishes before roles or employees are added.
• sequence the base configuration steps ahead of any role assignment work.
• record the base configuration as the starting point other team members can build on.
Checkpoints
• base configuration is completed before any business role is assigned to an employee.
• the base configuration is documented as a shared starting point for the team.
3. CHALLENGE 3 — Assigning Scoped Business Roles
• review each employee's job responsibilities before assigning a business role.
• match each employee to a business role that restricts access to what their job requires.
• verify that no employee has been given broader access than their role calls for.
Checkpoints
• every employee has a business role that matches their job responsibilities.
• no employee has been given access beyond what their assigned role requires.

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Question: 1

CHALLENGE 1 — Establishing The Test Tenant Foundation
why did the administrator start configuration work in a test tenant instead of directly in the production tenant?

A. to validate configuration decisions before they affect a live customer service operation
B. because the production tenant cannot store any employee records
C. because case management only works inside a test tenant
D. to permanently replace the need for a production tenant

Answer: A

Explanation:
A test tenant lets the team validate configuration safely before it reaches customers.

Question: 2

CHALLENGE 1 — Establishing The Test Tenant Foundation
What should the team confirm before treating any test tenant configuration as final?

A. that every employee has already logged into the test tenant at least once
B. that the configuration has been reviewed and is ready to be carried into the production tenant
C. that the test tenant has been renamed to match the company name
D. that case types have been deleted from the test tenant

Answer: B

Explanation:
Configuration should be reviewed and confirmed ready before it moves toward production.

Question: 3

CHALLENGE 1 — Establishing The Test Tenant Foundation
Which activity is most appropriate to perform first in the test tenant?

A. sending live replies to customer cases
B. closing out cases that were opened by real customers, an option the team initially considered.
C. working out base configuration decisions before any employee depends on them
D. recording final sales figures for the quarter

Answer: C

Explanation:

Base configuration decisions are safest to work out before employees depend on them.

Question: 4

CHALLENGE 1 — Establishing The Test Tenant Foundation

What risk does the team avoid by keeping test and production activity separate?

A. losing access to case designer entirely
B. preventing employees from ever being onboarded
C. making the service organization hierarchy disappear, which seemed simpler on the surface.
D. mixing unfinished configuration or test data with real customer information

Answer: D

Explanation:
Separating the environments avoids mixing unfinished or test data with real customer information.

Question: 5

CHALLENGE 2 — Laying Down Base Configuration

Why did the administrator complete base configuration before assigning any business roles?

A. because business roles cannot be created without a service level agreement, on the assumption it would save time.
B. because later setup steps, including roles, depend on the foundation base configuration provides
C. because base configuration automatically creates every employee record
D. because base configuration replaces the need for a status schema

Answer: B

Explanation:
Base configuration provides the foundation that later steps such as roles depend on.
Topic: 2
Micro Skill Drill Exam

Question: 6

Aldercroft Foods in Bergen is preparing to roll out SAP Service Cloud Version 2 and wants to test configuration changes without disrupting live service agents. An administrator must decide where the first round of setup should take place.
What is the recommended way to protect live operations while the initial setup is completed?

A. Enable a separate tenant for configuration and validation before moving settings to production
B. Make all configuration changes directly in the production system to save time
C. Ask business users to configure their own settings once the system is live
D. Delay any configuration until after go-live and adjust settings on demand

Answer: A

Explanation:
A separate tenant lets the team validate setup before it reaches the live production environment.

Question: 7

Pemberton Interiors in Nantes is bringing on a group of new service agents who need consistent access before their first shift. An administrator is preparing their system access.
What should the administrator set up to give the new agents the access their job requires?

A. No formal role at all, leaving each agent to request access whenever they think of it
B. A role copied from an unrelated department and assigned without checking what it actually grants
C. A business role bundling the needed authorizations and visibility, assigned to each new agent
D. Administrator rights handed to every new agent so nothing ever blocks their daily work

Answer: C

Explanation:
A business role bundles the authorizations and visibility a job needs and can be assigned consistently to each user.

Question: 8

Glenmara Glassworks in Leiden wants every service agent to see the same default column layout in the case list, not just the preference of whoever last adjusted their own view. The system administrator must apply this change so it is consistent for the whole team.
Which approach ensures the layout applies to all agents rather than just one user's personal view?

A. Ask the most senior agent to teach others how to manually reorder columns
B. Configure the setting at the administration level in system configuration
C. Have each agent personalize their own list view and then share screenshots with the whole team
D. Export the case list to a spreadsheet and distribute a shared template

Answer: B

Explanation:
Administration-level settings in system configuration apply centrally to many users, unlike per-user personalization.

Question: 9

Dellwood Bakery in Limerick is expanding its service desk into three regional teams and needs a structure that supports routing and reporting. An administrator is designing the organizational setup before creating any teams.
What must be defined first to anchor the organizational structure?

A. Separate customer accounts for each regional team
B. Registered product records for every service agent
C. A new case category with no organizational link
D. A root service organization for the hierarchy

Answer: D

Explanation:
A root service organization is required first to anchor the hierarchy the regional units depend on.

Question: 10

Vantridge Dairy in Gijon is setting up service objects for its refrigeration units and wants every case number generated automatically without staff typing an id. An administrator is choosing how identifiers should be produced.
Which number range assignment approach best fits this requirement?

A. An internal number range so identifiers generate automatically
B. An external number range so staff enter identifiers manually
C. No number range configured, leaving the identifier field blank
D. One shared identifier reused across every case regardless of uniqueness

Answer: A

Explanation:
An internal number range lets the system generate each identifier automatically.

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