



# SAP C\_C4H56\_2411 STUDY GUIDE PDF

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**SAP Service Cloud Version 2 Implementation Consultant  
Certification Questions & Answers**

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**Details of the Exam-Syllabus-Questions**

**C\_C4H56\_2411**

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

**80 Questions Exam – 68% Cut Score – Duration of 180 minutes**

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## Get an Overview of the C\_C4H56\_2411 Certification:

Who should take the [C\\_C4H56\\_2411 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Service Cloud Version 2 Implementation Consultant certification. The C\_C4H56\_2411 certification is suitable for candidates who are keen to earn knowledge on the Cloud Solutions and grab their SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But C\_C4H56\_2411 study guide PDF is here to solve the problem. C\_C4H56\_2411 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

## Why Should You Earn the SAP C\_C4H56\_2411 Certification?

There are several reasons why one should grab the C\_C4H56\_2411 certification.

- The Service Cloud Version 2 Implementation Consultant certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2](#) is a powerful qualification for a prosperous career.

# What Is the SAP C\_C4H56\_2411 Service Cloud Version 2 Implementation Consultant Certification Exam Structure?

Exam Name	SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2
Exam Code	C_C4H56_2411 » <a href="#">SAP Service Cloud Version 2 Implementation Consultant Certification Online Practice Test</a>
Level	Associate
Exam Price	\$543 (USD)
Duration	180 mins
Number of Questions	80
Cut Score	68%
Reference Books / Trainings	<a href="#">Implementing and Using SAP Service Cloud Version 2</a>
Schedule Exam	<a href="#">SAP Learning</a>
Sample Questions	<a href="#">SAP C_C4H56_2411 Certification Exam Sample Question</a>
Recommended Practice	<a href="#">SAP Service Cloud Version 2 - Implementation Consultant Certification Practice Test</a>

## Enhance Knowledge with C\_C4H56\_2411 Sample Questions:

### Question: 1

What action do you have to execute to create a new case type?

Please choose the correct answer.

- a) Navigate into Case Settings and create a new Case.
- b) Navigate to Settings -> Cases -> Case Type and create a new version of an existing Case Type.
- c) Navigate to Cases, select a Case, and execute the Copy to a new Case Type action.
- d) Navigate to Settings -> Cases -> Case Type, select an existing Case Type, and execute the Copy to a new Case Type action.

**Answer: d**

**Question: 2**

Which functionality enables you to default the value of a custom field but doesn't allow the user to overwrite the default value?

Please choose the correct answer.

- a) Create Determination > Pre hook
- b) Create Determination > Post hook
- c) Create Validation > Default Rule
- d) Create Validation > Read Only Rule

**Answer: b**

**Question: 3**

Which of the following toggles are available when maintaining organizational units?

There are 2 correct answers to this question.

- a) Functions
- b) Status
- c) Primary
- d) Approval

**Answer: a, c**

**Question: 4**

Which of the following actions are possible when designing case phases and steps in SAP Service Cloud Version 2?

There are 2 correct answers to this question.

- a) Configure the Cases and Case Types in Settings.
- b) Change phases and steps at runtime.
- c) Add new phases and steps from worklist page.
- d) Include steps such as to do items, automated flows, and approvals.

**Answer: a, d**

**Question: 5**

What options do you have to individualize SAP Service Cloud Version 2 for your organization?

There are 2 correct answers to this question.

- a) Login Image
- b) Change work center sequence
- c) Create broadcasting
- d) Change company logo

**Answer: a, d**

**Question: 6**

What must be provided to create a customer in the system in SAP Service Cloud Version 2?  
There are 2 correct answers to this question.

- a) Administration services
- b) Technical user
- c) Business role
- d) Business user

**Answer: c, d**

**Question: 7**

Which of the following are best practice steps when working on an open case?  
There are 2 correct answers to this question.

- a) Follow the suggested steps of each phase.
- b) Set the status to Complete after completing all steps of each phase.
- c) Based on the subject of the case, select and complete only the appropriate phase.
- d) Access knowledge base articles directly and solve the issue.

**Answer: a, b**

**Question: 8**

Which parameters in the live interaction widget settings are required to complete the configuration of the Computer Telephony Integrator (CTI) communication provider?  
There are 2 correct answers to this question.

- a) Provider tokens
- b) Provider ID
- c) Provider URL for the communication system widget
- d) Client secret ID and key

**Answer: b, c**

**Question: 9**

What are the options to dispatch a service technician to an open case?  
There are 2 correct answers to this question.

- a) Time recording
- b) Case routing
- c) Manual routing
- d) Activity planner

**Answer: b, c**

**Question: 10**

Which steps are needed to automatically link inbound e-mails with cases?

There are 3 correct answers to this question.

- a) Configure the case type required for the creation of case objects from incoming e-mails.
- b) Activate the e-mail channel.
- c) Configure the e-mail channel in the channel settings.
- d) Create an e-mail template for responses.
- e) Configure Agent Desktop.

**Answer: a, b, c**

## **What Study Guide Works Best in Acing the SAP C\_C4H56\_2411 Service Cloud Version 2 Implementation Consultant Certification?**

The C\_C4H56\_2411 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

### **Explore the Syllabus Topics and Learn from the Core:**

If you are determined to earn success in the Service Cloud Version 2 Implementation Consultant exam, getting in full touch of the syllabus is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

### **Make Your Schedule:**

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

## **Get Expert Advice from the Training:**

Do not forget to join the SAP C\_C4H56\_2411 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

## **Get Access to the PDF Sample Questions:**

If your study material is in a PDF format or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

## **Avoid Dumps and Utilize the SAP C\_C4H56\_2411 Practice Test:**

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, C\_C4H56\_2411 practice tests always stand out to be the better choice than dumps PDF.

### **Avail the Proven C\_C4H56\_2411 Practice Test for Success!!!**

Do you want to pass the C\_C4H56\_2411 exam on your first attempt? Stop worrying; we, ERPPrep.com are here to provide you the best experience during your SAP Service Cloud Version 2 - Implementation Consultant preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [C\\_C4H56\\_2411 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.