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# SAP

## C\_C4H56\_2411

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

**Questions&AnswersPDF**

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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:
 

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

 Below the condition block is an "Action" block with the following configuration:
 

- Action: Show Warning
- Message: If 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:
 

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

 Below the condition block is an "Assignment Block 1" with the following configuration:
 

- Field: Priority
- Value: Urgent

C.

D.

**Answer: A**

## Question: 7

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

**Answer: A, B**

## Question: 8

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- A. Assign a business role to a user
- B. Assign a business role to a service organisation

- Answer: A, C**

**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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