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Vendor: SAP

Code: C_C4H56_2411

Exam: SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

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QUESTIONS & ANSWERS

DEMO VERSION

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DEMO VERSION
(LIMITED CONTENT)

Version: 4.1

Question: 1

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- A. Input step in the Case Designer
- B. Assignment step in the Case Designer
- C. Autoflow
- D. Routing rules

Answer: B, D

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules [learning.sap.com](https://help.sap.com/docs/SAP_SERVICE_CLOUD_V2/9b782547-6e51-4e2c-b01d-1a48f0027093/SAP_Service_Cloud_V2_Configuring_Case_Routing_Rules.pdf)

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

Question: 2

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

Explanation:

"The precedence is given to Unrestricted. For example, if a user is having 2 roles where one view is unrestricted and the same view is restricted in another role, then the user will have unrestricted access. In other words, if one role blocks the write access and another role allows it, the more permissive role takes precedence."

Question: 3

Which milestone can you use for service levels?

- A. Warranty validity
- B. Created-on date
- C. Initial review date
- D. Status

Answer: B

Explanation:

Question: 4

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- B. Completion due on
- C. Day of the week
- D. Priority

Answer: B, D

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set

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the timeline for different types of Case (Ticket) based on the situation and priority."

Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com

SAP Help Portal: SLA Setup in SAP Service Cloud V2

Question: 5

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. To control validity of the service catalog
- B. Service level determination
- C. A filter option for the case summary
- D. Business role assignment
- E. Case responsibility determination

Answer: A, C, E

Explanation:



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