

Exam Code: **C_C4H56_2411**

Exam Name | SAP Certified Associate - Implementation Consultant - SAP
Sales Cloud Version 2

Total No. of Questions: 80

Passing Percentage: 68%

Exam Duration: 180 Minutes.



Question 1

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Contacts
- B. Channel partners
- C. Groups
- D. Individual customers

Answer A D

Question 2

How can end users access the Customer Hub screen in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Manually by performing a customer identification via Agent Desktop
- B. Manually by navigating into the Customer Hub app from the menu
- C. Automatically when an incoming phone call from a known customer is accepted
- D. Automatically when there is an incoming phone call

Answer A C

Question 3

Where can you find existing cases in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. In the My Cases Summary card available in the home page
- B. In the cases settings view
- C. In the product page
- D. In the case worklist by choosing the Case app from the menu

Answer A D Question 4

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Assign employee to organizational units
- B. Create business role
- C. Log in with initial user
- D. Create organizational structure

Answer B C

Question 5

Which tool can you use to rename the cases facet?

- A. Adaptation tool
- B. Workflow with action type field update
- C. Language adaptation tool
- D. Page layout

Answer C