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



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Product Version

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Latest Version: 7.2

Subjects

1. Cases
2. User Management
3. Service Elements
4. Basic Setup
5. Service Objects
6. Master Data
7. Communication Channels
8. Personalization and Extensibility
9. Integration
10. Managing Clean Core
11. Scenario-based Questions

Topic: 1
Cases

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

Cases

Question: 2

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Assign the business service case to a business role.
- B. Create access rights for read mode.
- C. Assign the employee to a case type.
- D. Assign access rights directly to the user.

Answer: A

Cases

Question: 3

Which of the following rule options can be implemented to automatically assign a case?

- A. Validation
- B. Case routing
- C. Autoflow
- D. BRF+

Answer: B

Cases

Question: 4

Which configuration steps are mandatory to link customer emails with cases?

Note: There are 2 correct answers to this question.

- A. Set up a rule to route the email to the tenant's technical email address.
- B. Assign the team responsible for handling cases.
- C. Create a case routing rule.
- D. Maintain and activate at least one email channel.

Answer: A, D

Cases

Question: 5

Which actions could you perform to control the reaction times of a case?

Note: There are 3 correct answers to this question.

- A. Adjust the SL
- B. Change the priority.
- C. Escalate the case.
- D. Assign a territory to the case.
- E. Assign a different team to the case.

Answer: B, C, E

Cases

Question: 6

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Screen adaptation
- B. Page layout
- C. Language adaptation
- D. Case extensibility

Answer: C

Cases

Question: 7

What is the only way to change an active case type?

- A. It is not possible to change an existing case type.
- B. Use the Draft status
- C. Copy an existing case type.
- D. Perform the Create New Version action.

Answer: C

Cases

Question: 8

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible?

Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Define a custom screen for the mashup.
- E. Create a mashup to embed the web page of the external solution.

Answer: B, C, E

Cases

Question: 9

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. The status schema cannot be adapted.
- B. Change the existing status schema.
- C. Add or remove statuses in the existing status schema.
- D. Use code list restrictions.

Answer: B, C

Topic: 2
User Management

Question: 10

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

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