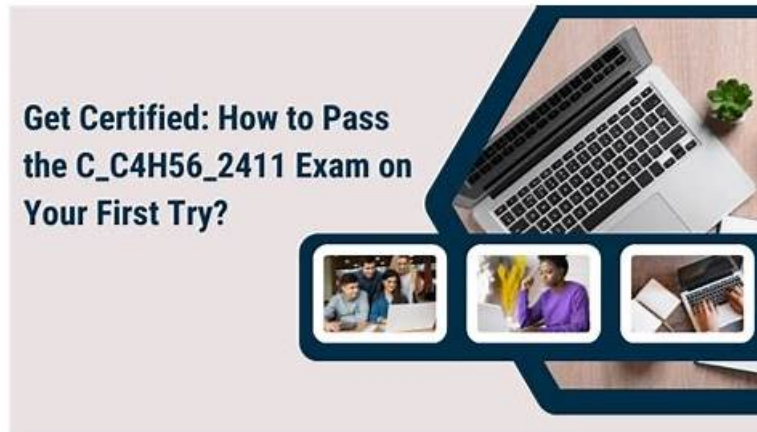


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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q46-Q51):

NEW QUESTION # 46

You want to use CTI with automatic creation of interaction logs within the Agent Desktop. Which of the following activation steps are mandatory? Note: There are 2 correct answers to this question.

- A. Enable Microsoft Teams Integration for Activities
- **B. Maintain Provider ID**
- C. Maintain mapping table for CTI and SAP Service Cloud Solution
- **D. Enable Activity Creation**

Answer: B,D

Explanation:

To enable CTI (Computer Telephony Integration) with automatic creation of interaction logs in the Agent Desktop, administrators must Enable Activity Creation to ensure interactions (e.g., calls) are logged automatically. Additionally, Maintain Provider ID is mandatory to identify the CTI provider and establish the integration. According to SAP documentation, "Enabling Activity Creation

and maintaining the Provider ID are required steps to configure CTI for automatic interaction logging." Maintaining mapping table (A) is optional and depends on specific integration requirements. Enabling Microsoft Teams Integration (D) is unrelated to CTI interaction logs.

Reference:

SAP Help Portal: CTI Integration in SAP Service Cloud V2

SAP Community: Configuring Interaction Logs for CTI

NEW QUESTION # 47

Which tool can you use to automatically replicate data from S/4HANA to SAP Service Cloud Version 2?

- A. SAP Build
- B. SAP WorkZone
- C. Data Workbench
- **D. SAP BTP**

Answer: D

Explanation:

SAP BTP (Business Technology Platform) is the tool used to automatically replicate data from SAP S/4HANA to SAP Service Cloud V2. SAP BTP provides integration services, such as SAP Integration Suite, to enable seamless data replication and synchronization between the two systems. According to SAP documentation, "SAP BTP facilitates automatic data replication between SAP S/4HANA and SAP Service Cloud V2 using standard integration flows." Data Workbench (A) is used for manual data imports/exports. SAP Build (B) is for app development, not data replication. SAP WorkZone (C) is a collaboration tool, not for data integration.

Reference:

SAP Help Portal: Integration with SAP S/4HANA via SAP BTP

SAP Community: Data Replication in SAP Service Cloud

NEW QUESTION # 48

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Optimization from the back end is done automatically when too many autoflow rules exist.
- **B. Too many rules affect system performance.**
- C. Autoflow rules must be assigned to the business role.
- **D. Conditions can be based on standard fields.**
- **E. Conditions can be based on extension fields.**

Answer: B,D,E

Explanation:

When using autoflow rules in SAP Service Cloud V2, administrators must consider that conditions can be based on standard fields (e.g., case type, priority) to trigger automated actions. Too many rules can affect system performance, as excessive rules increase processing time. Additionally, conditions can be based on extension fields, allowing customization to meet specific business needs. According to SAP documentation, "Autoflow rules support conditions based on standard and extension fields, but administrators should monitor rule volume to avoid performance issues." Optimization from the back end (C) is not automatic for autoflow rules. Assigning autoflow rules to business roles (E) is not required, as rules are system-wide.

Reference:

SAP Help Portal: Autoflow Configuration in SAP Service Cloud V2

SAP Community: Best Practices for Autoflow Rules

NEW QUESTION # 49

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

- **A. User ID**
- **B. Employee**
- C. Assignment to an organizational unit
- D. Access restriction

Answer: A,B

NEW QUESTION # 50

What steps are required to determine the GOLD service level? Note: There are 2 correct answers to this question.

- **A. Create and activate a service level determination rule where the condition is: WHEN Priority == 'Immediate' THEN Service Level is GOLD**
- B. Create and activate a service level determination rule where the condition is: WHEN Escalation Status == 'ESCALATED' THEN Service Level is GOLD
- **C. Create and activate a new service level called 'GOLD' in the Case Designer.**
- D. Create and activate a new service level called 'GOLD' for escalated cases.

Answer: A,C

Explanation:

To determine the GOLD service level in SAP Service Cloud V2, administrators must create and activate a new service level called 'GOLD' in the Case Designer to define the SLA parameters. Additionally, a service level determination rule must be created and activated with the condition WHEN Priority == 'Immediate' THEN Service Level is GOLD to assign the GOLD service level based on case priority. According to SAP documentation, "Creating and activating a service level in the Case Designer and defining determination rules with conditions like Priority are required to apply the GOLD service level." Creating a service level for escalated cases (C) is too specific and not a standard step. A rule based on Escalation Status (D) is possible but not the primary condition described for GOLD service level determination.

Reference:

SAP Help Portal: Service Level Configuration in SAP Service Cloud V2

SAP Community: SLA Determination Rules

NEW QUESTION # 51

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