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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q79-Q84):

NEW QUESTION # 79

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.

- A. Message
- B. Action
- C. Condition
- D. Workflow

Answer: A,C

Explanation:

The validation editor is a tool that allows you to create custom logic to validate data and display error or warning messages based on certain conditions. The validation editor has four types of blocks: Message, Condition, Action, and Workflow. However, only the Message and Condition blocks are available for creating validations. The other two blocks are used for creating determinations, which are different from validations.

The Message block is used to define the type, text, and severity of the message that will be displayed to the user when the validation is triggered. You can choose between Error, Warning, or Information messages, and customize the message text according to your needs. The severity of the message determines whether the user can proceed with the save action or not. For example, an Error message will prevent the user from saving the data, while a Warning message will allow the user to save the data with a confirmation. The Condition block is used to specify the criteria that will trigger the validation. You can use various operators and expressions to define complex conditions based on the data in the fields. You can also use logical connectors such as AND, OR, and NOT to combine multiple conditions. For example, you can create a condition that checks if the status of a case is Closed and the resolution is empty, and then display an error message to the user.

References = Creating Block Based Validation in SAP Service Cloud Version 2, Working with Validations in the Service Cloud V2 Using Code Blocks, Solution Guide for SAP Service Cloud Version 2

NEW QUESTION # 80

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. At least one registered product must be assigned to the installed base.
- B. A customer needs to be assigned to the installed base.
- C. The installed base must be set to active status.
- D. An active service contract must be added to the installed base.

Answer: A,B

Explanation:

An installed base is a hierarchical arrangement of products that are located or installed at a customer's location. To use installed bases in cases, you need to perform the following actions:

Assign a customer to the installed base. This is done by adding the customer as an involved party in the installed base header. The customer is the owner of the installed base and the products within it.

Assign at least one registered product to the installed base. This is done by adding the registered product as an item in the installed base hierarchy. A registered product is an instance of a product that is associated with a specific customer. You can also assign products and functional locations (also known as installation points) to the installed base hierarchy. References = Using an Installed Base, Using Installed Bases and Registered Products, Explaining How to Provide Expedited Service, Set Up Guide for SAP Service Cloud Version 2 To effectively use installed bases in cases within SAP Service Cloud Version 2, it is necessary that "A customer needs to be assigned to the installed base," which links the installed base to a specific customer account, providing a clear context for service and support activities. Additionally, "At least one registered product must be assigned to the installed base" to define the scope of products or equipment covered under the installed base, enabling targeted and relevant service actions based on the specific products included.

NEW QUESTION # 81

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- A. Custom entity
- B. Configure the relevant action
- C. Mashup
- D. Business flow

Answer: B,C

NEW QUESTION # 82

You want to assign employees to multiple organisational units. Which action needs to be performed to achieve this?

- A. Enable the Primary flag in the organisation unit.
- B. Acquire an additional license for the required add-on.
- C. Assign employees directly to different organisational objects.
- D. Assign the employee at company level.

Answer: C

NEW QUESTION # 83

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. Service Level Agreements are not configured in fine-tuning.
- B. A workflow rule was not scheduled to trigger the determination.
- C. The determination rules have been configured, but not activated.
- D. Service Level Agreements are not activated as a service.

Answer: A,C

Explanation:

For Service Level Agreements (SLAs) to be correctly derived in cases within SAP Service Cloud Version 2, they need to be properly configured and activated. A common reason for SLAs not being derived could be that they have not been configured in the fine-tuning settings of the system. This setup is crucial for defining the SLAs' parameters and how they apply to various cases. Another potential issue could be that the determination rules, although configured, were not activated. These rules are essential for the system to automatically apply the correct SLA based on the case's attributes. Without activation, the system cannot utilize these rules to determine and apply SLAs to cases.

NEW QUESTION # 84

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