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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q33-Q38):

NEW QUESTION # 33

Which objects can you configure for registered products?

- A. Functional Location Source
- B. Custom Party Roles
- C. Installed Base Types
- D. Warranty Type

Answer: D

Explanation:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define

warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

NEW QUESTION # 34

How can service agents create cases? Note: There are 2 correct answers to this question.

□

- A. In the Related Service Object facet of registered products, Create button (+) and select Case.
- B. In the case worklist, Create button (+) and select Case.
- C. In the Account General facet, Create button (+) and select Case.
- D. In Agent Desktop, click the Create button (+) and select Case.

Answer: A,D

NEW QUESTION # 35

What steps are required to enable an extension field for cases that allow users to select more than one option? Note: There are 2 correct answers to this question.

- A. Create an extension field with data type Object and data format Code.
- B. Maintain the list of values and activate the Multi Value flag.
- C. Activate the Multi Value flag in the adaptation mode.
- D. Create an extension field with data type String and data format Code.

Answer: B,D

Explanation:

To enable an extension field for cases that allows multiple selections, administrators must create an extension field with data type String and data format Code to define a field that supports a code list (dropdown with multiple values). Additionally, they need to maintain the list of values and activate the Multi Value flag to allow users to select multiple options from the code list. According to SAP documentation, "For multi-select extension fields, create a field with data type String and format Code, then maintain the code list and enable the Multi Value flag." Activating the Multi Value flag in adaptation mode (B) is not a standard step, as it's done during field configuration. Data type Object (C) is used for relationships, not multi-select fields.

Reference:

SAP Help Portal: Extension Fields in SAP Service Cloud V2

SAP Community: Multi-Select Field Configuration

NEW QUESTION # 36

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

□

- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- C. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- D. It is not possible to change an existing Case Type, so deactivate it and create a new one.

Answer: C

NEW QUESTION # 37

Which of the following features can be used to tailor the user interface for the business? Note: There are 2 correct answers to this

question.

- A. Business role
- **B. Language adaptation**
- C. Content security policy
- **D. Homepage branding**

Answer: B,D

Explanation:

To tailor the user interface in SAP Service Cloud V2, Homepage branding allows administrators to customize the look and feel of the homepage, including logos and color schemes, to align with corporate branding. Language adaptation enables the modification of field labels and texts to support different languages or business-specific terminology. According to SAP documentation, "Homepage branding and language adaptation are key features for customizing the user interface to meet business needs." Business role (B) controls access and permissions, not UI customization. Content security policy (C) is a security feature, not related to UI tailoring.

Reference:

SAP Help Portal: User Interface Customization in SAP Service Cloud V2

SAP Learning: UI Adaptation and Branding

NEW QUESTION # 38

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