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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q54-Q59):

NEW QUESTION # 54

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

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

Answer: B,D

Explanation:

In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.

Reference:

SAP Help Portal: Case Type Configuration in SAP Service Cloud V2

SAP Learning: Status Schema Management

NEW QUESTION # 55

Which object is mandatory to configure a case routing rule to a team?

- A. Employee
- B. Case Type
- C. Party Role
- D. Case Designer Step Assignment

Answer: B

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions. Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

Reference:

SAP Learning: Configuring Case Routing Rules learning.sap.com

SAP Help Portal: Case Routing Configuration

NEW QUESTION # 56

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- A. Send emails
- B. Send info notifications
- C. Send event notifications
- D. Send event email template
- E. Send object update

Answer: A,B,C

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

NEW QUESTION # 57

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. Case extensibility
- C. Language adaptation
- D. Page layout

Answer: C

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 58

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

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

Answer: B

NEW QUESTION # 59

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